

# CUSTOMER CARE POLICY

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Care and attention to our Customers is vital as it is the only way in which we can succeed with a profitable and sustainable future.

We endeavour to continually improve our service in order to exceed our Customers expectations but at all times we will deliver a first class service to our Customers, providing quality installations that are safe, reliable and competitive.

We seek to:

- Value our Customers and fully understand their needs and requirements.
- Get things right the first time, every time.
- Deliver value for money, in a safe manner, utilizing best practices and quality materials which will be installed by well trained qualified staff who share our visions.
- Treat our Customers courteously at all times and all levels.
- Always meet or exceed expected standards.
- Set high standards of professionalism and honesty within our team.
- Use our experience to identify potential problems and employ the correct methods to overcome them.
- Attend to queries and complaints promptly and courteously.
- Deliver on all promises made.

By paying particular attention to our Customers needs we trust that long term business relationships will be formed based on mutual trust and respect.

We also believe our Customers will:

- Have confidence in us to deliver.
- Find working with us an enjoyable and pleasant experience.
- Rely on the quality of our work.
- Be confident they are getting value for money.

We exist to serve our Customers needs and requirements and will ensure we follow this policy at all times as without Customers we don't exist.