



Universal Windows UK Ltd
Unit 7, Brindley Road
Bayton Road Industrial Estate
Exhall
CV7 9EP
02476 644055

Complaints Policy

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event you're not completely happy with our service we'd like to hear about it so we can do something to put it right. We do everything we can to make sure our customers get the best products and service possible. However, sometimes we may not get things right the first time.

If you are not satisfied with any aspect of our service or products you can tell us about your complaint in the following ways:

In writing - write to us at the address shown and address your letter to The Customer Complaint Manager. Universal Windows UK Ltd, Unit 7, Brindley Road, Bayton Road Industrial Estate, Exhall, CV7 9EP.

By phone - contact us on 02476 644055 and ask to speak to a member of our customer services department

By email - please contact us on the following email sales@uwindowsuk.co.uk

We aim to respond within 7 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

We will aim to resolve your complaint quickly but it may take longer if it is complex.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on 0333 241 3209.

The Financial Ombudsman Service Our aim is to resolve all complaints internally. However, if after receiving our final decision letter, or if eight weeks have passed (this is sometimes referred to as the "eight week rule"), you may have the right to refer your complaint to

the Financial Ombudsman Service (FOS). The eight weeks start from the date a complaint is received anywhere in our business. Their contact details are shown below.

Please note: Only complaints relating to the sale of financial services should be referred to FOS.

Financial Ombudsman Service can be contacted in writing:

Financial Ombudsman Service Exchange Tower London E14 9SR Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 44 20 7964 0500 (if calling from abroad) Email: complaint.info@financial-ombudsman.org.uk

Further information can be obtained from the Financial Ombudsman Service's website at www.financial-ombudsman.org.uk