

COMPLAINT POLICY

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

So we can correct any problems as efficiently as possible, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as the product is presented to you, please let us know if there is anything that should be put to our attention. We manufacture our products to the highest standards and we would like to know if there is still something we can improve on.

We accept written complaints about the quality of our products before installation begins. After installation is complete, we would be unable to make any changes to our products.

We recognize that on rare occasions, there can be some installation faults due to human error, and for that reason, we can accept written complaints within 7 calendar days from the day of receiving the product. Complaints regarding staff or service levels must be made within 7 calendar days. Security-related complaints must be made within 24 hours.

Due to a strict procedure of keeping a full track record of correspondence between ourselves and our customers, we are unable to accept any complaints made verbally or over the phone.

Types of Complaints We Do Not Accept:

- Complaints about movements of timber (expanding, shrinking, or knot resin due to weather conditions)
- Complaints about ironmongery (material from which ironmongery has been made)
- Curvature of the glass units (due to our supplier's glazed unit manufacturing process)
- Any complaint regarding delivery of an item or the item itself over 24 hours after delivery or once the item has been installed by others.

As soon as the installation of products stated in the quotation is completed by our installation team, we ask that you immediately inspect our work carefully and thoroughly to ensure our work has been carried out in line with our usual high standards. In the unlikely event there is anything you are not completely satisfied with, please contact us in writing so we can rectify any problems in line with our terms as soon as possible.

We aim to respond to complaints within 14 working days. However, if legal advice is required, this period may extend up to 60 calendar days.

You can email your complaint at info@hinsoncustommade.co.uk Or write to us at: Hinson Custom Made Timber Products Unit 2 Spinney Lodge Farm Forest Road Hanslope, Milton Keynes MK19 7DE

If we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use a Dispute Resolution Ombudsman for a 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 on 0333 241 3209.