

## **Customer Care & Complaints Procedure**

At **Everglade PVCu Products**, customer satisfaction is extremely important to us. We take great pride in the quality of our products, workmanship, and service. However, we understand that on rare occasions, something may not meet expectations.

Once your installation is complete, our lead installer will invite you to inspect the work to ensure you are happy with the finished result. If you are not present at the time, we kindly ask that you carry out your inspection as soon as possible after completion.

If you have any questions or concerns during the installation, please raise them with the fitting team straight away. Many issues can be resolved immediately, or escalated to management if required.

### **Raising a Concern or Complaint**

In the unlikely event that you need to raise a concern during or after installation, please contact us directly so we can resolve the matter promptly.

**Email:** [info@evergladeonline.co.uk](mailto:info@evergladeonline.co.uk)

**Address:** Unit 6 Centurion Park, Shrewsbury, SY1 4EH

**Telephone:** 01743 243213

Please provide as much detail as possible to help us investigate efficiently.

- **During installation:** We will aim to resolve any issues while our team is on site wherever possible.
- **After installation:** If required, we will arrange for one of our service engineers or fitting teams to attend and carry out any necessary remedial work.

We aim to attend within **7 days**, subject to availability. If this is not possible, you will be offered the earliest available appointment.

### **Escalation**

If you remain dissatisfied after speaking with our team, your complaint can be escalated to senior management in writing. All complaints will be acknowledged within **2 working days**, with a full response provided within **7 working days**.

Our aim is always to resolve issues fairly, professionally, and to your satisfaction.