

# Complaints Procedure

This is the complaint procedure for Barrow Clark Complete Furnishers Limited.

## 1. **Introduction**

We are committed to providing a high quality service to all our customers. When something goes wrong, we need you to tell us about it. This will allow us to put things right for you and to help improve our service for others in the future.

## 2. **Making a complaint**

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve our service. We treat all complaints in confidence.

## 3. **How you can make a complaint**

You can complain by sending an email to us at [sales@barrowclark.com](mailto:sales@barrowclark.com) , or you can send a written complaint by post to: 12 Bear Street, Barnstaple, Devon, EX32 7BU

You can also telephone us on 01271 323322 but please be aware we may, where appropriate, ask you to provide further details in writing.

## 4. **How we handle complaints**

A member of the Barrow Clark Team will initially review the complaint. We will acknowledge a complaint within 7 working days. We will keep you informed about the progress of the investigation. We aim to have all complaints completed within a reasonable time and will keep you updated with time scales. Where appropriate our Customer Service Manager or Assistant Store Manager will work with the complaint.

## 5. **Time limits**

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than twelve months later, we may not be able to investigate properly. Consideration will, however, be given as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## 6. **If you are dissatisfied with the outcome**

At this stage, if you are still not satisfied, you should contact us again and we will arrange for a Customer Service Manager or Assistant Store Manager who has not had any dealings with your matter to review the initial decision. We will write to you within 28 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

## **Complaints Procedure**

Sometimes things go wrong. None of us like it when that happens, but if it does we want you to know that we are here for you. Be assured that we will work with you to resolve a fault or complaint as quickly as possible.

If you have a complaint or feel there is a defect or fault with your item/s please inform us immediately. If necessary, reject the goods on delivery or speak with the store before the delivery team leave your property and (where possible) before you use the goods. If the item has minor damage and you are happy for us to do so, then in agreement with the manufacturer of the supplied goods, repairs or replacement parts can be organised. Please make a note of this on our delivery paperwork and contact our Customer Services team on 01271 323322 as soon as you can, to discuss the resolution. We will do our best to help resolve any issues as quickly as possible and in line with UK Consumer Law. Any fault or damage associated with transport damage must be identified on receipt, and your inspection of the furniture/installation of goods before our delivery team leave your premises. Using goods that you have a complaint about, without informing us in a reasonable time, could invalidate a genuine claim, so please talk with us.

To help us resolve faults or complaints, please email photographs of the issue(s) along with a detailed note of the complaint or fault to [sales@barrowclark.com](mailto:sales@barrowclark.com). All complaints and faults will be responded to as quickly as possible (may take longer due to weekends, bank holidays and factory holidays). When we receive a complaint we may have to send your photographs and comments to the manufacturer who might require a professional technician to visit your home and investigate the item. Some manufacturer's require a technician call-out with a charge to be paid before inspection (usually around £85 but price can vary). For other Manufacturers there is no initial cost to inspect furniture, however, if a complaint is deemed incorrect after a technician has visited your property and there is no manufacturing fault there will be a technician call-out charge (normally in the region of £85).

Unless stated otherwise, goods or services that are purchased new and not from display from Barrow Clark Furnishers, have a minimum of a One-Year Manufacturers Guarantee against Manufacturing Faults. For further peace of mind, Barrow Clark would recommend that customers purchase the full Castelan Premier Care Product which must be purchased before your goods are delivered.

Our Customer Service team is available Monday to Friday, 9.30am-4.30pm.