

ALNO SOUTHERN CONTRACTS CHARTERS OF SERVICE

PLANNING AND QUOTATION

Key aims:

To produce kitchen designs with the associated quotation and colour perspectives within the following time scales:

- For developments with design requests of up to and including 10 kitchen plans (house types) – completed designs with the associated quotation and colour perspectives will be returned to the developer typically within 5 working days of receipt of all required relevant drawings and relevant technical information as detailed in below (1)
- For developments with design requests of up to and including 20 kitchen plans (house types) - completed designs with the associated quotation and colour perspectives will be returned to the developer typically within 7 working days of receipt of all required relevant drawings and relevant technical information as detailed in below (1)
- For developments with design requests of up to and including 40 kitchen plans (house types) - completed designs with the associated quotation and colour perspectives will be returned to the developer typically within 12 working days of receipt of all required relevant drawings and relevant technical information as detailed in below (1)
- For developments with design requests of up to and including over 40 kitchen plans (house types) - completed designs with the associated quotation and colour perspectives and return them to the developer will be negotiated between us and the developer to agree a suitable realistic time scale following receipt of all required relevant drawings and relevant technical information as detailed in below (1)
- (1) The following information is required by us from the developer in order to enable us to produce the required kitchen designs, colour perspectives and associated quotation –
 - All relevant architectural floor plans associated with the development
 - A comprehensive design brief for the required kitchen designs including a budget where possible.
 - A specification for sinks, mixers, lighting, worktops, appliances and any other items required for the kitchen designs.
- In the event that any of the required information is not forwarded to us from the developer, we will notify the developer of this in writing by facsimile or electronic mail and the lead time period for the production of the designs, colour perspectives and quotation may be delayed subject to current workload.

TRANSPORT

Key aims:

- To ensure all deliveries are on time
- To ensure all items delivered are complete and undamaged
- To provide a prompt and courteous service
- To solve any problems quickly and efficiently
- To liaise and work together with developer customers on site

Key service standards:

- To provide a 100% CSCS registered workforce
- To return calls within 2 hours

We will:

- Liaise with the customer in respect of scheduling of kitchen deliveries 3- 4 weeks before delivery is due (excluding factory holidays)
- Supply all goods to the customer within 5 weeks of receipt of instruction (excluding factory holidays)
- Book in all deliveries to site 1 week before delivery is due to our warehouse
- Deliver all goods to each relevant plot as required for fitting (using mechanical means of vertical lifting, provided by site, where possible)
- Endeavour to supply any goods that are defective or short delivered within 1 week of being notified (excluding non stock items requiring delivery from the factory)
- In the event of being notified of emergency situations, we will endeavour to supply the required items within 2 days of receipt of notification (excluding non stock items requiring delivery from the factory)
- Where we are supplying for a show home for the customer, we will supply all goods to the customer within 4 weeks of receipt of instruction

CUSTOMER SERVICE

Our key service standards to our customers are as follows:

- To provide a clear, comprehensive, professional, polite and helpful service
- We value our customers and always treat them with honesty and courtesy
- We strive to ensure any complaints / issues are dealt with promptly, openly and fairly
- We continually aim to improve our service and welcome constructive customer feedback
- We endeavour to ensure all customers are satisfied with the service they receive and we measure this on an annual basis.
- Our after sales department has procedures in place to ensure any issues raised by our customers are dealt with in a timely manner.
- Our objective is, where possible, to return telephone messages and e-mails within 2 hours of receipt
- We aim to contact customers within 24 hours of receiving a defect sheet.