

# CUSTOMER COMPLAINTS POLICY STATEMENT



'United' are committed to providing the highest level of service, care and product quality to our customers

## Aims and Objectives:

- ✓ Deliver Customers orders 100% on time every time
- ✓ Conduct business courteously and with the greatest care and attention
- ✓ Respond to all enquiries promptly
- ✓ Replace goods or refund if a Customer is not totally satisfied with our execution of an order
- ✓ Consistently Strive to Develop and Improve

It is the policy of 'United' to respond to all Customer Complaints within 24 hours. Resolutions not achieved with 48 hours are escalated to a Board Director.

Clive Sanders  
**Managing Director**  
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