



Furlong Flooring®
First choice flooring for every room



Service Level Agreement



Our Commitment

To ensure we support the supply chain should any issue arise with our flooring products, Furlong Flooring have created a process for managing all complaints, in-line with guidance issued by the NHOS.





The **principles ...explained**

The fundamental principles will be followed:

Fairness: We will treat all customers fairly and aim to exceed expectations.

Quality: As an ISO9001 certified manufacturer, we ensure all of our products exceed British Standards and perform within the New Build and Housing Association sectors for many years.

Service: Not only do we offer industry leading service levels, but we have also implemented a minimum service level agreement which exceeds all requirements for responding to any complaint to ensure we support our customers.

Responsiveness: We will respond to all complaints within 24hrs, investigate and inspect within 10 days and offer a resolution. We far exceed the expectations set out by the NHOS.

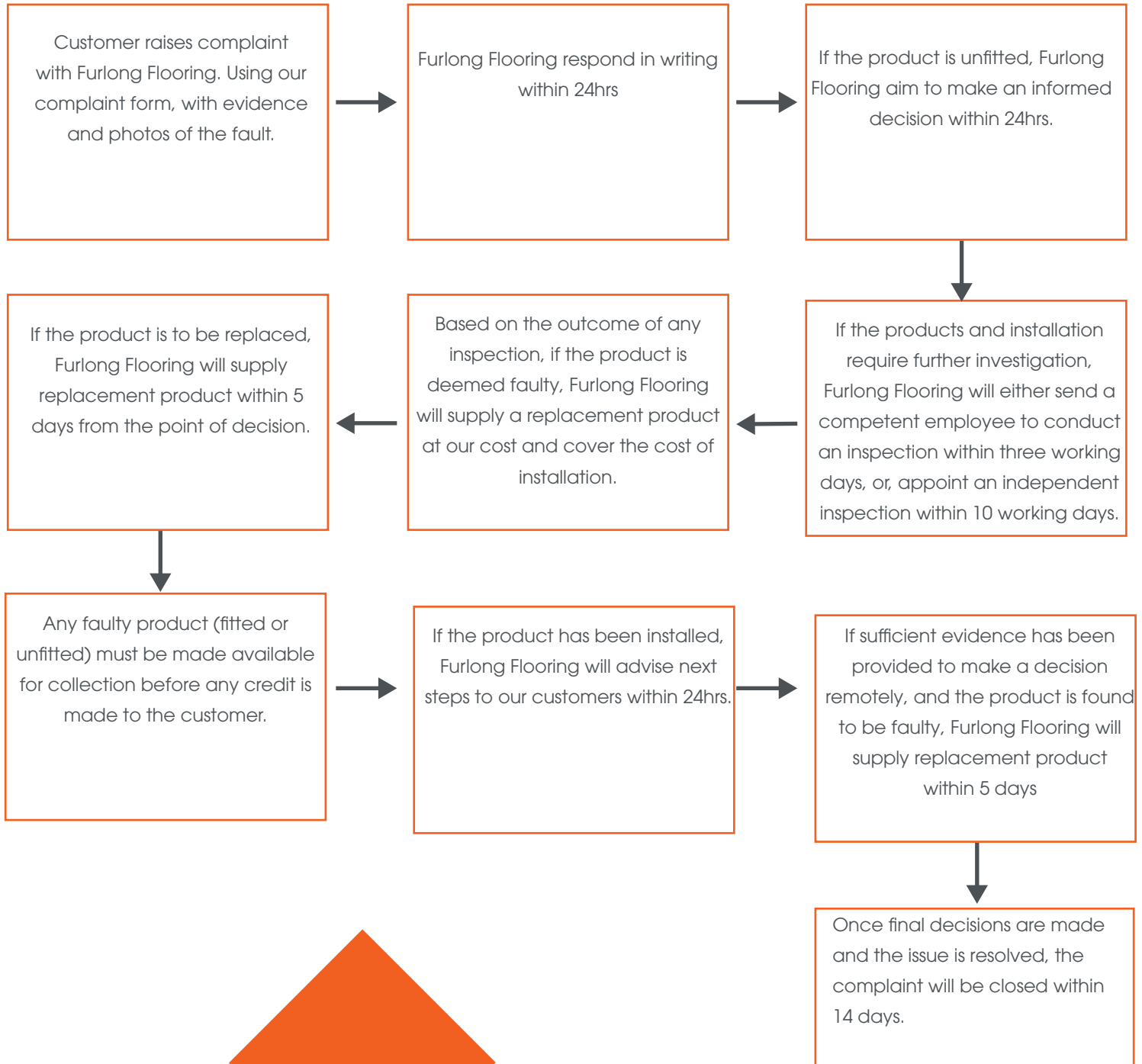
Transparency: We aim to have long-term partnerships, built on trust. If our products are found to be faulty, we will replace them immediately, at our cost.

Independence: To ensure we remain impartial, we work with leading independent UK product inspectors who conduct independent inspections of our products to determine the cause of any issue.

Compliance: We will comply with all British Standards and requirements of the NHQB and NHOS.



The **complaints** process

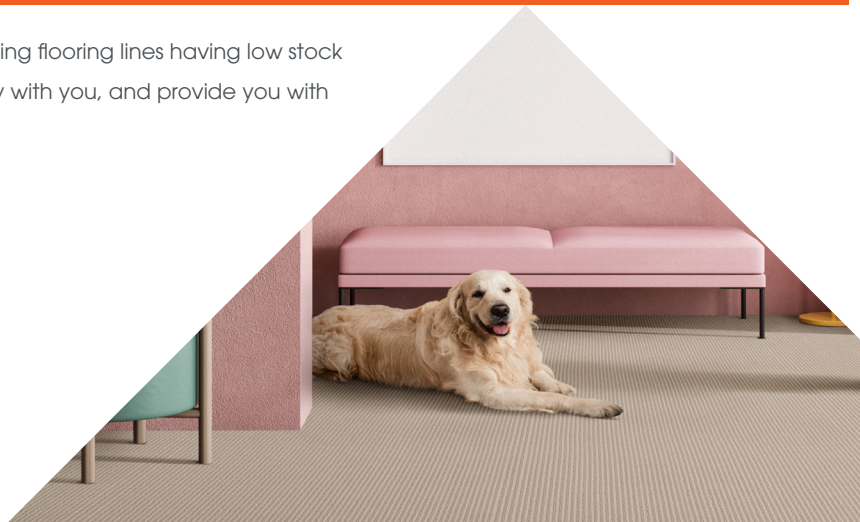


Please note timescales may differ occasionally, due to fast moving flooring lines having low stock levels, should this scenario arise we will communicate this directly with you, and provide you with revised timescales.

Complaints **time-scales**

UNFITTED COMPLAINT	TIMESCALE	NOTES
Complaint raised by the flooring contractor	24 hours to respond	The flooring contractors must submit a complaint form, with supporting evidence and photos.
Replacement delivered to the flooring contractor	Within 5 working days*	Where the product is faulty, Furlong Flooring will issue a replacement at our cost.
Collection of faulty product	Within 10 working days	Customer to ensure the product is available for collections. We will make three attempts to collect before closing the complaint without credit.
FITTED COMPLAINT	TIMESCALE	NOTES
Complaint form received by Furlong Flooring	24hrs to respond	The flooring contractor must submit a complaint form, with supporting evidence and photos.
Replacement if no independent inspection required	Within 5 working days*	Where the product is faulty, Furlong Flooring will issue a replacement at our cost and cover the fitting charges as agreed.
Independent inspection by 3rd party (if required)	10 working days to inspect and supply report	Furlong Flooring will instruct an independent inspection if it is unclear what the issue is. The outcome of this report is deemed impartial and final.
Replacement Product	Within 5 working days of receipt of inspection report*	Where the product is faulty, Furlong Flooring will issue a replacement at our cost and cover the fitting charges as agreed.
Collection of faulty product	Within 10 working days*	Customer to ensure the product is available for collection. We will make three attempts to collect before closing the complaint without credit.
Closure	Within 14 days of receipt of final decision	All complaints will be closed when any credit due is paid or new product has been supplied. If the flooring contractor has failed to make the faulty product available for three times, the complaint will be closed without credit

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FIRST CHOICE FLOORING FOR EVERY ROOM

CARPET • VINYL • LVT • LAMINATE • HARDWOOD

Dartford 01322 628700 • Preston 01772 316155
Stonehouse 01452 228480

www.furlongflooring.com