



## Complaints Policy

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

After the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards. You will be asked to sign off the installation/works with our engineers.

In the unlikely event there is anything you are not completely satisfied with, please contact us immediately, in order that we can rectify any problems as soon as possible. Either call us on **01295 256698**, write to us at **Cherwell Doors, Milner House, Thorpe Way, Banbury, OX16 4SP** or email us at [sales@cherwelldoors.com](mailto:sales@cherwelldoors.com) and we aim to respond within 2 working days of receiving your complaint. If a site assessment is required at this point, it shall be arranged within 5 working days. We aim to rectify all issues within 6 weeks, however this may be extended should additional manufacturing parts be required.

## Cancellation Policy

For all stock items you have a right to cancel the order within a period of 14 calendar days from the date of order. During this period, if you have not had your products installed and you choose to cancel the order any money you have paid will be refunded.

However if any works have been begun before the end of the cancellation period you may be required to pay a fee for the following:

- Removal, transport and disposal of your product
- Cost to make good the opening
- Administration costs

These costs are dependent on the type of product that has been installed and would be advised at the point of cancellation.

Please be advised, Cherwell Doors cannot be responsible for the return of existing products that have already been removed and disposed of.

As stated on your quotation, the deposit paid for special order items is non-refundable.

