



THE TILE ASSOCIATION

CUSTOMER CARE POLICY

March 2022

- An assurance of the highest possible service to the customers.
- To offer products/services within relevant current British, European and International Standards.
- An assurance of fully trained staff/operatives within the business.
- An assurance that advertising/sales promotions/public relations should comply with current Advertising Regulations.
- Products/services and prices should be displayed in an easy-to-understand format complying with current price legislation.
- An assurance that all information given to potential or actual customers should be accurate, truthful and based on full product/service knowledge.
- Once orders are received/sales are made, the business should carry out the order/service to the best of their ability advising the customer of any delays or problems.
- An assurance that goods/services should be delivered/undertaken at an agreed time/date.
- The customer should receive adequate guidance on the use, care and maintenance of their tiling products/services.
- The customer should be given written information on the business' returns policy.
- In the event of a complaint, the customer should be dealt with quickly and courteously by the business' staff.