



## Customer Care Policy

It is intended that this statement will emphasise the standards of quality and service the company is intent upon providing and offer the reassurance that any item which does not achieve the required standard will be promptly addressed and adequately resolved. In conjunction with BS EN ISO 9001:2008 certification, which controls compliance with our documented quality procedures, this policy extends our commitment to implementing, monitoring and continuously improving the high level of service Permadoor provides to its customers, their professional representatives and other supply chain partners.

Permadoor recognises that long term repeat business relationships with our customers is fundamental to the continued success of Permadoor and understand that our customers are the key to a profitable business. We will therefore manage our customers' expectations to give them what they require with our aim being for our customers to value the service we provide as highly as we value their business.

Permadoor endeavours to understand the priorities of the customer in order to deliver a level of service to satisfy our customers in the context of a proper commercial understanding, and with the provision of communication links and systems at all appropriate levels we maximise responsiveness and co-operation.

At Permadoor we are committed to providing a level of care that exceeds the industry current practice using customer feedback to provide an improved level of service. To continuously improve our high level of service to our customers we expect complaints and defect issues to be dealt with promptly in accordance with our documented Complaints Policy & Procedures, to the satisfaction of the customer. We recognise that it is a major benefit for our client to be provided with a contract period free from third party complaints and realise it is incumbent upon Permadoor to ensure this happens.

Tim Roome  
General Manager