

Customer Care Policy

Our goal is to always exceed customer expectations. We understand that our customers are investing their money in our products and services and we take their decision with the seriousness that it deserves.

Permadoor has been at the forefront of door design, development, UK manufacturing and supply for over 25 years. We are committed to continuously improving every aspect of our business.

Our business processes are certified to BS EN ISO 9001. Our products are all tested to, and meet, all industry standards. Each door is checked throughout the entire production process and prior to delivery.

On the rare occasion that we get it wrong, we want you to tell us. It will help us improve what we do for the future and allow us to quickly resolve the specific issue we have caused you.

We will follow the following process:

1. Upon receipt of your complaint we will send you an email acknowledgement within three working days.
2. We will then investigate your complaint. A Complaints Coordinator will review your complaint and decide on a course of action.
3. The Complaints Coordinator will contact you via telephone to discuss your issue and hopefully resolve your complaint.
4. At this stage, if you are still not satisfied, you should contact our Customer Services Manager who will deal with your complaint personally, discussing with you your desired outcome to ensure a quick solution is achieved.

Guarantee Overview

Permadoor has an industry-leading guarantee for all its doors, including:

- 10 years on all door leafs and door frames.
- 10 years on sidelights and top lights frames.
- 10 years on glass units.
- 10 years on installations carried out by Permadoor.

For our full guarantee guideline, please email info@permadoor.co.uk and we will be happy to send full details.

Thank you for choosing Permadoor. You can be assured you have made a safe choice.