

This charter has been developed using our vast experience in the fitted furniture industry for the benefit of the house builder.

Our post-occupation customer care service applies throughout the warranty period, in line with NHBC & Buildmark guidelines with cabinetry having the customary two years' warranty and appliances and accessories having a one year manufacturer's warranty.

All customer care issues are resolved in partnership with the house builder's own staff and monthly reports will be sent out recording the status of all live issues. Occasionally, we may need to contact your client personally in order to resolve issues efficiently. We endeavour to acknowledge receipt of complaints in writing/email within 2 working days and aim to execute all valid remedial work within 20 working days of receipt.

In order to improve our service, it may be necessary for us to make an inspection of the property. In such instances, we will require a representative of the house builder to be present. It may be necessary to complete a 'Work Detail Sheet' which will require a client signature before commencement.

Symphony's Customer Care Manager will make all the necessary arrangements for any remedial work required including mutually agreed appointments for all parties concerned. Work will only be undertaken during normal working hours between 08:30 – 17:00 Monday to Friday.

We will only enter the premises if the key holder or their authorised representative is in attendance. We will not enter the premises if the only person or persons present are under 17 years of age. If our managers/fitters are unable to complete their appointment due to access issues or absence of associated trades (pre-booked by house builders), then the house builder will be liable for any costs incurred.

Upon arrival at the premises our technicians will introduce themselves with photographic I.D. cards. They will be well presented, courteous and respectful of clients' property. In keeping with Company policy we will ensure wherever possible that protection is in place to ensure cleanliness throughout the duration of the work. All surplus materials will be removed and premises left as found (for details see Form RCS1). Usage of toilet and/or hand washing facilities will be at the discretion of the occupier or their representative.

Our technicians will be instructed to only undertake the required work and cannot comment on any other issues. Any subsequent queries should be directed to the house builder's Customer Care department.

This Charter covers our own manufactured products and services. We reserve the right to refer complaints arising from goods supplied by other manufacturers e.g. sinks, lighting, etc. to their source. Minor complaints such as door/drawer realignment and light bulb replacement are the responsibility of the homeowner and as such is not covered within this Charter.

Unless previously notified, all goods delivered for customer care purposes will be offloaded from our vehicles by house builder staff or their representatives.

We will be pleased to quote for extra installation work on developments where we have supplied and installed Symphony products. Please call Symphony Head Office for further information.

A copy of our standard Terms and Conditions of Sale is available on request.



Graham Smith - Group Finance Director