



WE ARE

Floor Beams and more.



Ibstock
At the heart of building

FLOOR BEAM PROMISE

10 STEPS to selling more together



1: We will respond to enquiries within **1 working day**.



6: We will provide a **consistent, helpful** experience at all of our customer touch points.



2: We will ensure a reliable delivery on time, in full within **5-7 working days**.



7: We will **listen to our customers** and by reviewing our satisfaction surveys, we will deliver a great customer experience.



3: We will ensure **continuity of supply** with no impact on lead times.



8: All calls will be answered within **6 rings**.



4: All deliveries will be given verbal confirmation **48 hours** before the delivery date.



9: We will always **value** your business.



5: We will hold a **full range** of standard floor beams in stock at all times.



10: We will always provide **dedicated contacts** for Customer Service, Design, Technical and Transport enquiries.



MARKET LEADING SERVICE OR YOUR MONEY BACK*

GENERAL ORDERS / ENQUIRIES / FLOOR BEAMS
DESIGN & SUPPLY ENQUIRIES:

0333 999 2220

beamsales@supremeconcrete.co.uk

www.ibstock.co.uk

*Must be claimed within 7 days of service. Subject to investigation and review and can only be requested once by any person / company. Our decision is final.