

# FLOOR BEAM PROMISE

## 10 STEPS TO SELLING MORE TOGETHER



**1:** WE WILL RESPOND TO ENQUIRIES WITHIN **1 WORKING DAY.**



**2:** WE WILL ENSURE A RELIABLE DELIVERY ON TIME, IN FULL WITHIN **5-7 WORKING DAYS.**



**3:** WE WILL ENSURE **CONTINUITY OF SUPPLY** WITH NO IMPACT ON LEAD TIMES.



**4:** ALL DELIVERIES WILL BE GIVEN VERBAL CONFIRMATION **48 HOURS** BEFORE THE DELIVERY DATE.



**5:** WE WILL HOLD A **FULL RANGE** OF STANDARD FLOOR BEAMS IN STOCK AT ALL TIMES.



**6:** WE WILL PROVIDE A **CONSISTENT, HELPFUL** EXPERIENCE AT ALL OF OUR CUSTOMER TOUCH POINTS.



**7:** WE WILL **LISTEN TO OUR CUSTOMERS** AND BY REVIEWING OUR SATISFACTION SURVEYS, WE WILL DELIVER A GREAT CUSTOMER EXPERIENCE.



**8:** ALL CALLS WILL BE ANSWERED WITHIN **6 RINGS.**



**9:** WE WILL ALWAYS **VALUE** YOUR BUSINESS.



**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:**

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\*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.