



**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.



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

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