

Prestige Plastics Ltd. Finance Complaints Procedure

Our commitment to customer complaints.

We are committed to providing high quality products and services for all our customers. Of course, as we install products into properties of all types and ages can be complicated, we recognise that very occasionally things can go wrong.

If you have a query or complaint, we want to know as soon as possible to help us put things right promptly.

Just contact our Customer Care Team with your details and a description of your problem. We are here for you from 9am to 5.00pm Monday-Friday:

Call us: 01933 418400 option 2

Email us: sales@prestigeplasticsltd.co.uk

Write to us: Prestige Plastics Ltd.

Customer Services

Unit 3, Shipton Way, Rushden, NN10 6GL

However you contact us, we will:

- Let you know we've received your query
- Tell you who will be responsible for investigating along with their contact details
- Endeavour to return phone calls and emails within one working day
- Do everything we can to resolve things as quickly as possible
- Do what we can to attend within fourteen days if a visit to your property is needed
- Keep you regularly informed of progress throughout

If you're unhappy with the way things have been resolved and you have a complaint about your experience with us, we will review your complaint in line with our relevant Complaint Procedure. You can find a copy of our Complaint Procedures here: <https://prestigeplasticsltd.co.uk/downloads/complaints.pdf>