



Customer Charter

This charter establishes West London Fencing's code of practice. Please read carefully to understand how we expect to deliver our services to you.

- ✓ We will deal with all customers in a professional, lawful and ethical manner, maintaining the highest levels of customer service and after sales care at all times.
- ✓ We will accurately measure your site and recommend the right products to meet the brief.
- ✓ We will provide a detailed quotation for the proposed work, a payment schedule will also be supplied where necessary.
- ✓ We will accept responsibility for the actions of employees, sub-contractors and appointed representatives.
- ✓ We will always hold to your quoted price, even where unforeseen circumstances have occurred on the job.
- ✓ We will maintain all necessary registrations, licenses and insurances. These documents can be requested at any time.
- ✓ We will offer a five year, fit-for-purpose, high standard guarantee on all our installations.
- ✓ We will construct all installations in accordance with instructions and best practices working competently and responsibly throughout the duration of the contract.
- ✓ We will leave the site clean and tidy throughout the duration of the contract and remove all debris at the end of the contract.
- ✓ We will deal quickly and efficiently with any snagging that arises.
- ✓ We will advise on any technical difficulties and/or delays in a timely fashion.
- ✓ We aim to leave the customer satisfied at all times

Tim Smith - West London Fencing