



**ADVANCE SHUTTERS LTD.**

## **Complaints Policy**

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call us on 01425 618636, or write to us at Advance Shutters Ltd, The Barn, rear of 98 Ashley Lane, Hordle, Lymington, Hampshire, SO41 0GA, or email us at [info@advanceshutters.co.uk](mailto:info@advanceshutters.co.uk) and we aim to respond within 3 working days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted Traders in the first instance on 0117 881 2929 or via their website <https://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

**Tel: 01425 618636**

**Fax: 01425 623893**

Email: [info@advanceshutters.co.uk](mailto:info@advanceshutters.co.uk)

**Advance Shutters LTD**

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Hordle, Lymington, SO41 0GA

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