



WOOD WINDOW SPECIALISTS

*ERW Joinery Ltd Customer Promise*

**Many businesses have what they describe as a 'charter' or a 'customer care policy', and sadly these often fall short of the mark, with the reality of the services or products delivered a million miles away from the corporate promises made. Despite this, we believe that when the values on which an organisation is underpinned are based on 'substance' not 'fluff', it's important to define these publicly. That's exactly what we've set out to do with 'Customer Promise.'**

**Customer Delight** Our business is only as successful as our last project. Much of our work comes from word of mouth and recommendations, so the better we perform, the more likely you are to say good things about us.

**No Pressure Advice & Service Made Easy** The home improvement industry and especially windows and doors has a reputation for hard sell, inflated prices leading to false discounting and sham selling. Sadly, in many cases this is well deserved. We will always offer clear and transparent pricing and will always advise on individual cases what is best for your home during relaxed and informal consultations. We will not hassle you to take a decision once we have submitted a quotation to you

**Deposits** Unlike many of our competition, we will not take ask for any money until the work has been completed to your satisfaction

**Product Development & Innovation** As designers, manufacturers and installers, we are in a position to continuously improve across all areas of our business and a key focus is our product range. We are committed to investing in developing new products that enhance value, improve comfort and maintain character of homes across the North East.

**Pricing** We constantly review our buying to ensure that we can always offer the most competitive price possible giving customers value for money

**Helping you with current legislation** Our products will always meet and often exceed the criteria for current legislation, so your home is safe, legal and has the necessary paperwork when you come to sell it.

**Investing in Our People** Customers tell us that one of our greatest achievements is in the development of the people who work to make our business a success. We are proud of our workforce, many of whom have been with us for over 15 years. We will always believe in growing our own, and helping them flourish into highly skilled and motivated team members. We always use employees rather than sub-contracted teams.

**Environmental Responsibility** We take our commitment to the environment seriously. The European Redwood timber used in the production of our windows is harvested from managed forests where the growing period is measured in decades. On average two trees are planted for every one harvested - as timber usage increases, so too does replanting

**Future Peace of Mind** Our guarantees will always be accountable and will protect your investment should things go wrong. And if things do, we will react positively and efficiently to rectify any fault