



# Strevelec Electrical Services

## **Customer Service Guidelines**

### **1.0 Customer Service**

- 1.1 We will be committed to providing a quality service to our customers. We agree to comply with the spirit and the letter of both the civil and criminal law relating to our business
- 1.2 We will not seek to take advantage of vulnerable consumers and where it is necessary and reasonably practicable, we will offer additional assistance to ensure that all aspects of the transaction(s) are fully understood.
- 1.3 All advertisements produced in connection with our business will comply with all relevant codes of advertising.
- 1.4 Where appropriate, you will be provided with, in advance of the contract, clear and accurate information on key terms and conditions.
- 1.5 Where appropriate, depending upon the size and nature of our business, we may require full written information concerning the contract to be provided to customers on request. (This does not affect any legal obligation upon us to provide written contractual information).
- 1.6 Manufacturers' guarantees and other forms of warranty are in addition to customer's statutory rights and we will not seek to exclude or remove these existing rights in anyway. Where guarantees and/or warranties are included as standard in the transaction, clear and accurate details will be provided to the customer.
- 1.7 Where additional guarantees and warranties are offered to consumers it will be made clear that these are optional and in addition to the consumer's statutory rights. Clear and accurate details will be provided including a clear indication of who is responsible for the guarantee or warranty. There will be no high-pressure selling of additional guarantees or warranties.
- 1.8 Completion/delivery dates should be as flexible as possible and should be agreed in advance. Where delays prove unavoidable the customer will be given as much advance notice as possible. Where appropriate, given the size and nature of our business, we may require that such dates be communicated in writing. Where agreed delivery dates cannot be met then suitable alternatives or appropriate remedies will be offered to customers.
- 1.9 We will give clear and accurate information on any cancellation rights that you may have in relation to a contract, whether these are statutory or additional rights.
- 1.10 Where appropriate, given the size and nature of our business, easily accessible and user-friendly after-sales procedures are in place to ensure consumer requirements are dealt with effectively. Any charges in relation to these after-sales procedures must be clearly communicated to users. In certain instances we may require such charges to be notified prior to purchase.