

London Fencing & Sheds Ltd

Head Office: 66-68 Hoe Street, London E17 4PG

Guarantee Certificate

PLEASE KEEP THIS SECTION OF THE CARD FOR YOUR RECORDS AND TO VALIDATE YOUR 5 YEAR GUARANTEE.

020 8556 3310

CUSTOMER CHARTER

This charter establishes the code of practice operated by
London Fencing and your expectations from us.

- To 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.
- To accurately measure the site and recommend the right products to meet the brief.
- To provide a detailed estimate of the work required and a schedule for payments.
- To maintain all necessary work skills and knowledge, accepting responsibility for the actions of employees, subcontractors and other appointed representatives.
- To maintain all necessary registrations, licences and insurance.
- To offer a 5 year guarantee that the installation will be fit for purpose and of a high standard.
- To construct all installations in accordance with instructions and best practices working competently and responsibly throughout the duration of the contract.
- To leave the site clean and tidy throughout the duration of the contract.
- To deal quickly and efficiently with any snagging that arises.
- To advise on any technical difficulties and delays.
- To leave the Customer satisfied at all times.

Don't sit on the fence, call the experts, call London Fencing & Sheds Ltd

020 8556 3310

London Fencing & Sheds Ltd

Head Office: 66-68 Hoe Street, London E17 4PG

PLEASE COMPLETE AND RETAIN THIS SECTION OF THE CARD AS PROOF OF YOUR PURCHASE
Thank you for using London Fencing & Sheds Ltd, we hope you are delighted both with our quality and the service provided by us.

Completion and return of this form registers your purchase and validates your 5 year guarantee. It also provides us with essential feedback to ensure that your expectations are being met.

Address of installation

We look forward to being of service again in the future.

Date that installation was completed



PLEASE COMPLETE ALL SECTIONS OF THIS FORM TO REGISTER FOR YOUR 5 YEAR GUARANTEE:

Name: (Mr/Mrs/Ms): _____

Address: _____

Post code _____

Tel: _____ Mobile _____

Email: _____

DATE INSTALLATION WAS COMPLETE:

COST OF INSTALLATION:

HOW DID YOU HEAR ABOUT LONDON FENCING

- Recommendation
- Another installation nearby
- Used Previously
- Thomson
- Yellow Pages
- Google

PLEASE RATE THE FOLLOWING ASPECTS OF OUR INSTALLER SERVICE

	Excellent	Good	Fair	Poor
Quality of service from initial enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product knowledge and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of installation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tidiness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adherence to agreed cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WOULD YOU BE HAPPY TO RECOMMEND

LONDON FENCING & SHEDS LTD YES NO

ARE THERE ANY IMPROVEMENTS TO THE SERVICE YOU COULD SUGGEST

PLEASE TELL US ABOUT YOUR PROJECT - WHICH PRODUCTS WERE INSTALLED?

Fence Style _____

Shed Style _____

Decking

Other products (please detail):

HOW LONG HAVE YOU LIVED IN THE PROPERTY WHERE THE PRODUCTS WERE INSTALLED? _____ YEARS

WHAT TYPE OF PROPERTY IS IT

Is your home a flat Terraced House

Semi-Detached Detached House

WHAT WAS YOUR MAIN REASON FOR CHOOSING LONDON FENCING & SHEDS LTD

Please tick this box if you do not wish to receive information and offers from London Fencing. You have our assurance that you details will not be passed on to third parties.

Thank you for choosing London Fencing & Sheds Ltd and for completing this form. The information contained will be used to register your guarantee and help us to maintain our high standards. We will register your details in our Guarantee Programme.