



AFFIX WINDOWS

Affix Windows Complaints Procedure

If you have a complaint we want to know as soon as possible to help us put things right promptly. Just contact our Customer Office Team with your details and a description of your problem. We are here for you Monday to Thursday from 8.00am - 4.00pm and Friday from 8.00am - 3.00pm.

Call us: 020 8306 0197
Email us: info@affixwindows.co.uk
Write to us: 226 Blackfen Road, Sidcup, England, DA15 8PW

However you contact us, we will:

- Send you an acknowledgement to let you know we've received your complaint within 5 working days
- Let you know who will be investigating your complaint
- Ensure all relevant follow up actions are taken
- Keep you informed of progress
- Provide you with our intended resolution within twelve weeks or provide an explanation as to why this isn't possible

It is important that you provide the following information:

- Your name, address, email address and contact telephone number
- Any order or other reference number you have where applicable
- Any relevant photographs of the issue if possible and applicable

AffixWindows are members of The Glass and Glazing Federation and if you are not satisfied with the outcome you may ask them to look into your complaint. You should contact them within 6 months of our final response with an overview of your complaint and a copy of your contract.

You can contact The Glass and Glazing Federation:

In writing: The Glass and Glazing Federation 40 Rushworth Street London SE1 0RB
By telephone: 0207 939 9101
By email: conciliation@ggf.org.uk
Website: www.ggf.org.uk

As a GGF member, AffixWindows is also TGAS registered (The Glazing Arbitration Scheme)

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