



5 STAR SERVICE PROMISE & CUSTOMER SATISFACTION GUARANTEE



1. We start by really understanding your needs

No two of our customers are alike. And you're unique! So we make it our mission to understand exactly what you're looking for and to ensure we really do delight you. The result is you get the bathroom, kitchen or bedroom package that's absolutely perfect for your needs and budget.

2. You're busy. We make life easy for you

At Bathrooms & Kitchens by Design we have a 'Get it right first time' philosophy... We're fanatical about being efficient, accurate, and fast... Offering Free home visits. We also offer a Free design and quotation service. We'll take your details and spend a few minutes discussing and understanding the kind of things you're looking for. We'll make an appointment to visit you in your home and survey the appropriate room, taking all the measurements required to give you the design that suits you and your needs. Once the design has been achieved we

Once the design has been achieved we will then complete our quotation which will be based on all the things you've asked from us. We will then arrange for you to come back to the showroom at your convenience to sit down and discuss the design, quotation and all the finer details of your purchase. Once you are completely happy with everything we've done for you we'll arrange a delivery and installation date at your convenience.

3. We're here to help you

From the Managing Director to our fully qualified installation teams and everybody behind the scenes. Everyone at Bathrooms & Kitchens by Design understands the part they play in delivering a first class customer service. We have a very happy team making sure you get everything you need when you need it.

4. If it goes wrong we make it our mission to put it right

Even in the best of businesses things do occasionally go wrong. If you're ever less than happy with our service please don't dwell on it, tell us immediately. Whatever the issue, whatever the problem, we'll endeavour to get it resolved as soon as humanly possible. Sometimes it can be as simple as providing you with something you didn't get, other times we might have to do a little more to fix it. The bottom line is if you're unhappy it makes us unhappy. Rest assured we will do everything we can to fully restore your faith in us and put a smile back on your face.

5. We stay in touch with you

When you order a brand new bathroom, kitchen or bedroom from us you're guided through every stage of what is an exciting process. It's our goal to ensure you enjoy the experience from requesting your quotation all the way through to the delivery of your brand new purchase. All documents, order agreements, plans etc are usually sent to you via Royal Mail with all the appropriate dates and payments explained fully. We will notify you immediately should there be any problems or changes which affect your order.

6. Service level agreements

Service level agreements are your guarantee that you will receive a high standard of service from us – constantly. When you choose Bathrooms & Kitchens by Design we explain fully what happens during the order process, how long each step takes and more. This means that you can plan your timetable secure in the knowledge that we'll deliver your brand new purchase as promised.