

Our commitment to you for total peace of mind

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call us on **0114 288 95 95**, or write to us at

**Global Windows
Global House
12 Orgreave Drive
Handsworth
Sheffield
South Yorkshire
S13 9NR**

Or email us at

customerservice@global-windows.co.uk

We aim to respond in writing or by email within 14 working days after receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint using our own complaints procedure, we do have an Alternative Dispute Resolution (ADR) service and their details are as follows:

Consumer Dispute Resolution Ltd (CDRL)
12-14 Walker Avenue
Stratford Office Village
Wolverton Mill
Milton Keynes
MK12 5TW
Tel: 02035408063

To establish more details and commence ADR please email enquires@cdrl.org.uk as you will be unable to commence ADR using CRDL online portal. Together with your own details, please include the name of the company you are complaining about and state that they are a member of The Consumer Protection Association (CPA).

You are required to allow the company to put right any works that are at fault or incomplete prior to contacting an ADR service. Therefore, we would recommend that you contact the company and inform them of the action you will take unless your complaint is dealt with.

Registered/Business Address

Head Office: Global House, 12 Orgreave Drive, Handsworth, Sheffield, South Yorkshire, S13 9NR

Email: sales@global-windows.co.uk | **Tel:** 0114 288 9595 | **Freephone:** 0800 610 1234

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