

# Complaints Policy & Procedure

Towelrads.com LTD are committed to providing high quality products and services to all our customers.

## Goods & Services

To raise a complaint with Towelrads, we require this to be sent through in writing to **CS@towelrads.com**. When received we can begin the formal investigation process. Please be advised, that depending on the nature of the complaint it may take up to 5 working days to respond. During this time, you may be contacted for additional information.

## Product Complaint

If you wish to raise a formal complaint for a faulty / defective product we will require the following information before we can start our investigation:

- Close up image of the fault on the product.
- Full size image of the product.
- Original purchase order details.
- Date of delivery.

Once we have received this information, we can begin the investigation. Usually, if a product is defective, and it falls within its warranty period, then we can replace this free of charge. However, there may be instances where the fault is down to customer aftercare and if this is the case, the product will not be replaced. During the investigation process for defective products, we may forward your images/ videos to our manufacturer for confirmation, and if we do this, then we may require additional images from the customer before we can proceed.

## Delivery Complaint

Complaints being made regarding the delivery service should include the following before we can begin to investigate:

- Order number and delivery address.
- Items expected to be delivered.
- Nature of the complaint (ie missing goods, damaged goods, driver misconduct etc)
- If goods have been damaged, please send images of the damage.

Once we have received this information, we can begin the investigation. If your complaint is regarding a lost / damaged item, we must be informed of 3 working days of delivery. If a damaged item is reported to us outside the 3 working days, then unfortunately we will be unable to replace (refer to Towelrads Policy). If your complaint relates to any part of the delivery process, then we will pass this through to the relevant third-party couriers to speak to the driver in question. After this has been done, we will then come back to you with a conclusion of the investigation.

## What happens next?

After a full investigation has been concluded, we will then respond back directly with the outcome. We hope to resolve any complaints as quickly and effectively as possible, however if you are not satisfied with the outcome of the investigation, we would require you to respond to our report. Upon receipt of this, we can then reopen the investigation and pass it through to higher management to investigate further.