COMPLAINTS PROCEDURE

www.quick-garden.co.uk

Contact details for submitting complaints:
Email: **support@quick-garden.co.uk**
Phone: **07418 351 697**

---

1. General Provisions

This procedure defines the process by which customers may submit complaints regarding defective, missing, or non-conforming product parts.
The procedure is based on manufacturer policies, warranty terms, and the company's internal quality standards.

---

2. Submitting a Complaint

2.1. Mandatory inspection upon delivery

Upon receiving the goods, the customer must immediately:

- check that the shipment matches the delivery note and the parts list;
- assess whether there are visible defects, damage, or missing components;
- report any discrepancies within the required timeframes.

2.2. Required format

Complaints may be received by telephone, by email to support@quick-garden.co.uk or in writing to our company address noted on our website.

The following information must be provided:

- order number,
- delivery date,
- description of the issue,
- **all required evidence (photos, documentation).**

2.3. Required Evidence

No complaint will be processed if sufficient, clear, and appropriate evidence is not provided.

a) Clear photos showing the defect

- Photos must be sharp and taken close enough to show the actual issue.
- The defect must be clearly visible.

b) A photo of each defective part

Example: If the customer claims that 9 boards are broken, 9 separate photos of the boards must be provided.
A single group photo is not acceptable.

c) Photos showing the part's label

The label must be clearly visible and legible in the photos.

d) Missing parts — required shipment evidence

If the customer claims that a part is missing, the following must be submitted:

- a photo of the entire pallet,
- a general photo of all received parts,

Complaints regarding missing parts will not be reviewed without these photos.

---

3. Timeframes for submitting complaints

- **Visible defects or discrepancies:** must be reported within **8 days** of receiving the item.
- **Hidden defects:** must be reported within **10 days** of identifying the defect, taking into consideration the applicable warranty period.

Complaints submitted after these deadlines may be rejected.

---

4. Customer obligations before submitting a complaint

4.1. Mandatory part-list verification

Before submitting a complaint, the customer must:

- check the **part list**,
- ensure that no **spare part** for the affected item is already included,
- assess whether the issue is a **natural property of wood** (e.g. cracks, colour variation, minor deformation).

Complaints concerning parts listed as spares will be rejected as unfounded.

---

5. Complaint Handling

5.1. Process

Upon receiving a complaint:

- it is registered,
- the customer is informed if additional evidence is required,
- an investigation is carried out, verifying the parts list, shipment contents, and production records.

5.2. FCA-regulated complaint requirements (where applicable)

The Financial Conduct Authority (FCA) complaints rules apply to complaints:

- Made by, or on behalf of, an eligible complainant.
- Relating to regulated activity.
- Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress, or material inconvenience.

If the complaint falls under FCA regulation, the appropriate FCA complaint-handling standards will be followed.

5.3. Possible outcomes

If the complaint is justified:

- the defective part will be replaced,
- any missing part will be shipped,
- an **alternative solution** may be offered if replacement is not possible.

5.4. Financial compensation

🔴 **All financial compensations must be approved in writing by the Customer Service Department.**
Any compensation not formally approved will **not** be granted.

---

6. Liability limitations regarding installation services

6.1. Installation performed by Quick-Garden

When the installation service is carried out directly by **Quick-Garden's installation team**, the following terms apply:

- All installation work carried out by our team is covered by a **1-year workmanship warranty**.
- If the customer notices any installation-related defects or workmanship issues, they must contact us immediately and provide **all required photographic evidence and documentation** supporting the claim.
- Complaints regarding workmanship will be reviewed only if sufficient evidence is submitted and the issue falls within the warranty period.

6.2. Installation performed by third-party installers recommended by us (not Quick-Garden)

When installation is carried out by **independent third-party installers recommended by us**, the following terms apply:

- The customer enters into a **separate service agreement directly with the installer**.
- Quick-Garden does **not** manage, supervise, or control the installation process carried out by third-party installers.
- Quick-Garden does **not** assume responsibility for workmanship quality, damages, delays, or any issues arising from installation services performed by third-party installers.
- Quick-Garden does **not** accept payments for installation services provided by such installers.

- Any questions, concerns, or complaints related to installation must be addressed **directly to the installer** who performed the work.

- Product-related defects (not caused by installation) may still be reviewed by Quick-Garden under the product warranty process, but only with **proper evidence** and after verifying that the issue is not caused by improper installation.

---

7. Providing a response to the customer

A final response will be provided as soon as possible, but no later than **8 weeks** from the date the complaint is registered.

---

8. Closing a complaint

A complaint is considered closed when:

- the customer receives a final written response, and

- all agreed corrective actions have been completed.
