

# C·W·SELLORS

FINE JEWELLERY & LUXURY WATCHES

## Complaints Policy

Throughout our business, it is our aim all times to provide exceptional customer service and do everything we can to ensure you are satisfied with your purchase/service. If you feel that we haven't reached this standard and wish to complain, we ask that you first phone/email the person who has been your contact and explain that you are dissatisfied with an aspect of the service you have received.

**If you still remain unhappy with the way your complaint has been dealt with then you should set out your complaint via email to;**

[help@cwsellors.com](mailto:help@cwsellors.com) (Please enter 'Customer Complaints' in the Subject line)

And/or by post at:

Complaints  
C W Sellors  
King Street  
Ashbourne  
Derbyshire  
DE6 1EA

**In order to resolve your complaint, we would ask that you include the following information and evidence, if applicable;**

- An outline of your complaint explaining why you feel that we have fallen short of our usual standard of service
- What you would like us to do to resolve the issue
- The names of the people involved and any supporting documents.

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly.

**The time scales for dealing with a complaint are as follows;**

- You will receive an 'acknowledgement of receipt' of your complaint from us within 3 working days of receipt of your complaint.
- Within 10 working days of the acknowledgement, you will receive a full response.
- If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received
- After our final written response, we may deem the complaint closed. If we deem the matter closed, then we reserve the right not to enter into any further correspondence.

Where it is impractical to resolve the complaint to the satisfaction of the customer, the complaint may be referred to our trade association, the National Association of Jewellers for assistance.

***Where a complaint relates to a product with attaching finance, please note;***

*If you are dissatisfied with our response and your agreement is regulated by the Financial Conduct Authority, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of the final response or 8 week holding letter. Further information and contact details can be found on [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).*