


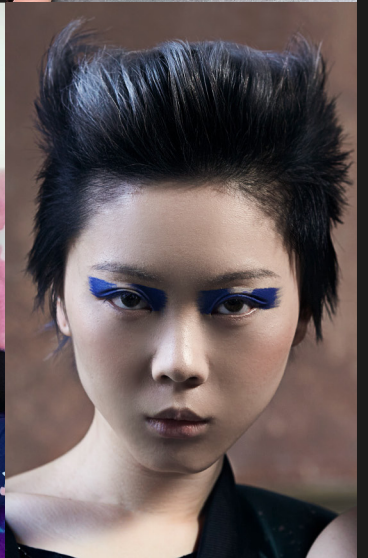
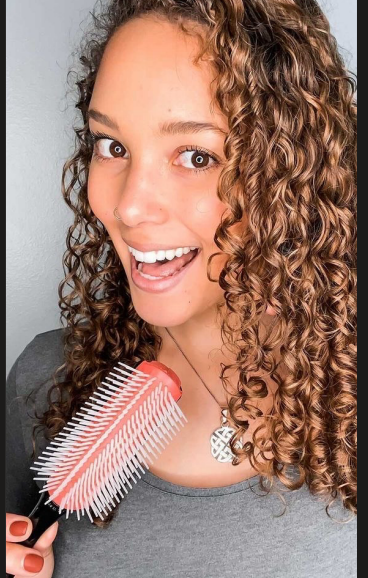
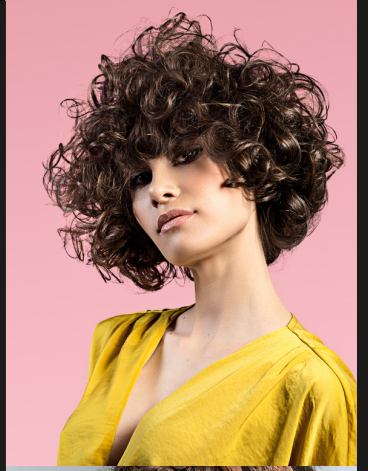


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**DENMAN®**

**CUSTOMER  
CHARTER**

**A Brush With  
Brilliance**



## OUR VISION

To create and provide the styling tools and products that deliver brilliant hair for everyone.

## OUR PURPOSE

### *Hair Brilliance.*

Our job? Make Hair Brilliant. We help stylists, barbers and hairdressers to be brilliant. We help stylists, barbers and hairdressers to make their clients look and feel brilliant. We help people to recreate looks and styles to make them look and feel brilliant each and every day. We are day-makers.

## **‘Every minute of every day, someone, somewhere is using a Denman to look brilliant!’**

As the industry leader, our commitment to delivering #hairbrilliance for our customers from around the world has never been stronger. We have outstanding products, best in class manufacturing, and a highly trained and motivated customer service team who provide an industry leading experience across our business.

Our customer charter describes what a customer can expect when they order from us and explains how a customer can give us feedback about their experience.





# ORDER PROCESSING

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Orders placed on [www.denmanbrushus.com](http://www.denmanbrushus.com) are processed by our fulfilment partner located in Virginia Beach, VA. Orders will be dispatched the next day where possible.

Our stock team pick, pack and ship orders very quickly so it is not always possible to change or cancel orders once they have been placed.

If you no longer require your items but the order has already been dispatched, please refuse the delivery, or write “return to sender” on the box and drop it off at your local post office.

Please note that we are not able to make significant changes to the shipping or billing address. If you have used an incorrect address, please cancel and re-order your items.

# ORDER DELIVERY

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We offer a variety of options for domestic and international shipping and always work closely with our delivery partners to deliver your parcel on time.

Sometimes circumstances out of our control may delay the delivery of your parcel. We do our best to keep customers informed when these situations arise. You can read about possible delays on our delivery information page and on the status page of our website chat box.

# RETURNS

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This section describes the returns process for customers who purchased their product from [www.denmanbrushus.com](http://www.denmanbrushus.com) only. Other retailers have their own policies about when you can return an item. If you purchased your brush elsewhere, please contact that retailer directly in the first instance.

Our returns policy enhances your statutory rights, which remain unaffected. If we are unable to locate your order, proof of purchase must be provided.

## RETURNING UNUSED PRODUCTS

If you have changed your mind about a product after you have received it, you can return it to us within 30 days. The product must still be new and in a sellable condition, that means that it is unused and in its original, unopened packaging. Products that have been used are non-refundable, as is the cost of return shipping.

## RETURNING FAULTY PRODUCTS

If you experience a problem with your product within 12 months, we will repair or replace the item or the defective component free of charge. Please contact our customer service team to make these arrangements.



# GETTING IN TOUCH

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We want to make it as easy as possible for you to get in touch with us and make ourselves available on a variety of digital and traditional platforms. Our response times vary but we always try to respond as quickly as possible.

## ONLINE

If you choose to get in touch online you can expect a response within 1 working day. Our customer service team can be reached via the chat function or the contact us form on our website. You can also send us an email or a message on Facebook, Twitter, and Instagram.

## POST/TELEPHONE

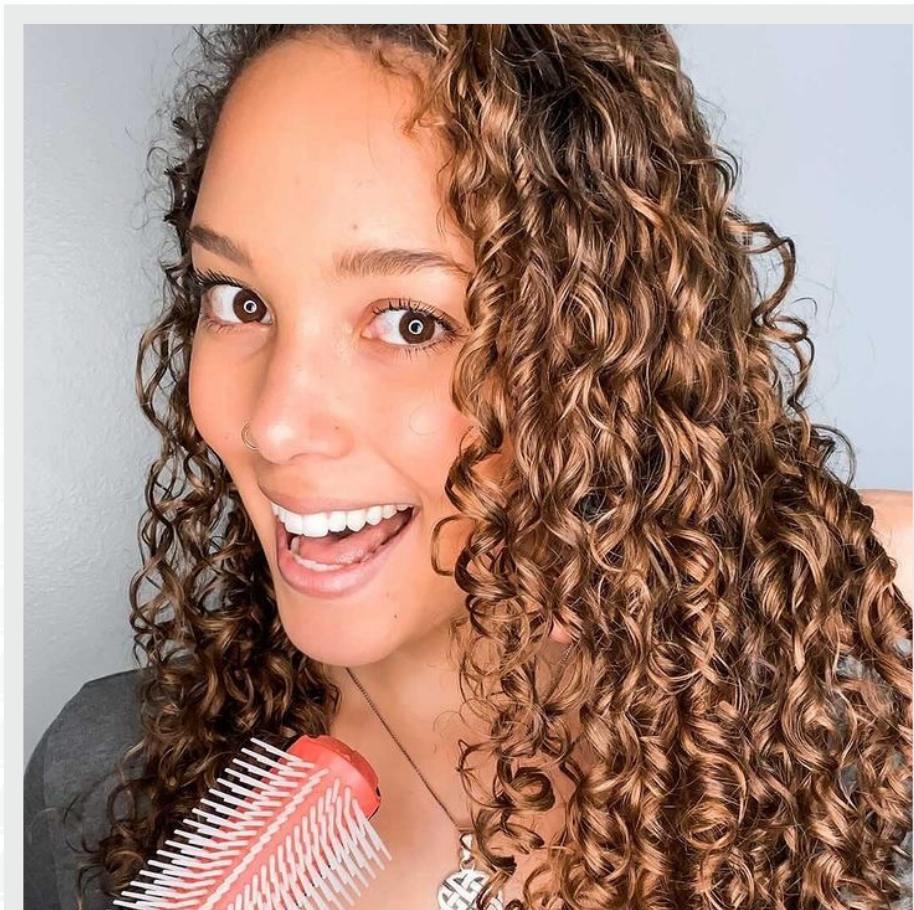
If you wish to write to us or speak with someone, you can contact our office in the United States using the details overleaf. We aim to answer the telephone within 30 seconds and respond to letters within 7 days.

# CUSTOMER FEEDBACK

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As industry leaders we are committed to continually improving how we do things and understanding what you think is a key element of that work. We are very grateful for the feedback that we receive and encourage customers to get in touch to share their thoughts or to write a review of their purchase on our website.

We regularly use customer feedback to recognise and reward our team and always include the customer point of view when we plan future improvements and develop new products.



# COMPLAINTS

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Customers are at the heart of our business and we aim to deliver an engaging and memorable experience. We recognise that despite our best efforts sometimes things may not go to plan and we encourage customers to make us aware of any concerns they have as soon as possible.

Our customer service team is empowered to resolve the most common concerns, but if a customer would like to make a formal complaint, we have a three-tier escalation process described below. Customers can escalate a complaint to the next stage at any time.

We try to respond to formal complaints within the time frame noted below. From time to time, we may have to gather the necessary information, we will get in touch to explain if our response might be delayed.



## STAGE ONE

### Customer Service Team

Customers should explain their concerns to a member of our customer service team who will do their best to respond within 1 working day.

Customers should contact our Customer Service team using the method of their choice.



## STAGE TWO

### Jamie Wilson

#### Customer Service Manager

Customers who are not satisfied with our initial response can ask that the issue is reviewed again by the Customer Service Manager who will respond within 3 working days.

Customers should make their request via email to [j.wilson@denmanbrush.com](mailto:j.wilson@denmanbrush.com)

## STAGE THREE

### Catherine McCambridge

#### Head of Sales

Customers who are not satisfied with our second response can ask that it be reviewed again by the Head of Sales who will respond within 5 working days.

Customers make their request by sending a letter to Catherine McCambridge, at our US address.



# OUR CONTACT DETAILS

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If you reside in the United States please contact our office in the United States. If you live anywhere else in the world, please contact our office in the United Kingdom.

## UNITED KINGDOM

### **Customer Service Denman International Ltd,**

Clandeboyne Road,  
Bangor,  
County Down,  
Northern Ireland,  
BT20 3JH

Tel: +44 (0)28 91462141  
customerservice@denmanbrush.com

## UNITED STATES

### **Customer Service Denman Inc,**

50 Mall Road,  
Suite 206,  
Burlington,  
MA, 01803,  
United States.

Tel: +1 (781) 365 2040.  
customerservice@denmanbrushus.com

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Unless stated otherwise, working days are Monday to Friday, excluding public/statutory holidays. Our working hours are 9am to 5pm Monday to Thursday and 9am to 1:30pm on Fridays.

Our customer service team is based in the United Kingdom. Click [HERE](#) to check the local time at our office.