

## **Kettle Home Ltd Customer Service Department – Service Level Agreement – Effective 1<sup>st</sup> July 2019**

Our service level agreement is designed to improve and clarify the service claim management and the customer service experience we offer if an item suffers a fault.

### **Process**

If you have experienced what you believe to be an item of furniture damaged on receipt of delivery or an item of furniture has a manufacturing fault within 12 months of the date of invoice, then please take the following steps so your claim can be handled quickly and efficiently;

- 1) Please email details of your claim including the invoice number, item code, nature of the problem with photographs and the batch number found on the box or stamped on the underside or back of the product. You can find a form on our website [www.kettlehome.co.uk](http://www.kettlehome.co.uk)
- 2) Once the above information has been provided we promise to respond within 2 working days to either offer a solution or refuse the claim with a reason.
- 3) Once a solution has been provided, we promise to provide that solution within a maximum of 10 working days.
- 4) If you need to contact the Customer Service Department by phone, the line is open between the hours of 10am-4pm Monday – Friday with a voicemail service active outside of these hours.

### **Solutions**

To provide the most effective and efficient service possible we may offer any of the following solutions depending on the nature and individual circumstances of the claim:

- Spare Part. We carry a vast array of small and large parts to help resolve reported damages or defects.
- Repair. We use a large network of experienced furniture repair technicians to provide an on-site repair service at either the retailers place of business or even at the consumer's home address. This can sometimes be the quickest option with the least amount of disruption.
- Compensation. In the right circumstances, we may offer some form of compensation relative to the nature of the problem normally in the case of some light cosmetic faults.
- Replacement. If an item is damaged or faulty beyond repair, then we may choose to replace the item. In this case, you will now be charged in full for the replacement until the damaged item is made available for collection. If the item is not returned or collected within 30 days from the date of invoice of the replacement, then no further attempt will be made and the invoice will be payable. If an item is not available when a replace & collect has been actioned, then we will only re-attempt the collection once.
- Collection & Credit. If for whatever reason none of the above options are available to us, then as a last resort we may offer to collect and credit the damaged/defective item.
- \* IMPORTANT \* We can only accept items being returned if they are in the original box or packed to an equal standard. This is now printed on all items for customer reference.

Please note that these options are offered with experience and with the best intentions of all concerned in mind to resolve a claim quickly and to satisfaction. We avoid replacements where possible to reduce the impact of unnecessary costs and potentially inflate the product price.

NB. For any products sold as clearance lines at a reduced cost, the above service levels would not apply as the product is sold on a 'no returns' basis.

### **Need for Complaint?**

If you feel that your claim has not been handled/communicated effectively or actioned within the set timeframe, please let our Office Manager know via email [jacquelinefisher@kettlehome.co.uk](mailto:jacquelinefisher@kettlehome.co.uk)