

☎ Call us 0118 3800 381



Monday to Saturday 9.00am to 5.00pm

Sunday 10.00am 4.00pm

Telephone: 0118 3800 381

Email: help@gardentrends.co.uk

Complaints Policy

We aim to resolve complaints when they arise as fairly as possible for both parties; You, the consumer; and We, The Retailer – Garden Trends.

Making a Complaint

If an issue regarding an ordered item, or service received is experienced, it must be communicated to us directly using our contact details: help@gardentrends.co.uk or by phone, 01183800381.

Most situations (excluding service received) where a valid complaint could arise, results in the need for photographs of the affected item, so it is best practise to send these attached to an email. We can accept written communication, please note however this method is often very slow, address any written communication to:

Garden Trends Ltd (FAO Complaints),

Unit 6a, Lys Mill, Watlington, OX49 5EQ

We will not reply in posted writing, so you must also leave an email address or a phone number to contact you on, otherwise we will default to held contact details for a related customer order.

If your complaint relates to a specific member of staff, you can request a manager or another member of staff investigate this for you, to avoid conflict of interest.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Garden Trends Ltd.
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

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Resolving Complaints

For your raised issue we aim to have a resolution in place/arranged within 5 full working days (Mon-Friday). Occasionally this may take longer, in these cases we will relay this timeframe to you. Our aim to address all complaints and/or raised issues within 30 days (unless waiting for stock for a resolution, in these cases we will agree to a replacement and submit the relevant stock order information, continually reviewing your case until the stock is shipped to resolve the complaint)

Any raised complaint is noted on your relevant customer file.

Our Team does act with agency to assess any raised issue and offer an appropriate resolution. If you are unhappy with the final statement or resolution, you can request a managerial review, which is classed as a Stage 2 complaint; escalating your complaint at this stage will reset the reply timeframe. You may address your complaint to the registered director of Garden Trends Ltd, they may delegate the resolution of this complaint to an appropriate Manager, with their oversight as the Proprietor.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If you remain unsatisfied, you retain applicable rights under the Consumer Rights Act. We are not regulated by the FCA and therefore do not have a right of appeal or to take this to the Financial Ombudsman Service

If your complaint relates to service received from a finance provider, we will forward this onto the relevant provider.

Variation of the Complaints Procedure and Learning from Complaints

The Proprietor may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a third-party service and/or trustee involved as a person leading a Stage Two review.

Complaints are reviewed upon resolution and annually to identify root causes of trends prompting complaints, allowing for changes of policy, procedures or other measures to prevent future complaints.