



## **Complaints Procedure**

### **1. Introduction**

We always aim to provide a high standard of customer service to all Peppermill Antiques Ltd, (trading as Peppermill Interiors), customers.

### **2. Making a complaint**

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information to investigate a complaint to help us improve our service. We treat all complaints in confidence.

### **3. How you can make a complaint**

1. You can submit a complaint by sending an email to the appropriate department in the first instance. Our Customer Service department contact details are:

[cs@peppermillinteriors.com](mailto:cs@peppermillinteriors.com)

You can submit a complaint by filling in the complaint form found on our website.

Alternatively, you can send a written complaint by post to the following address:

FAO Customer Services Manager,  
Peppermill Antiques Ltd,  
Unit 6, Ring Road, Zone 2,  
Burntwood Business Park,  
Burntwood,  
Staffs  
WS7 3JQ.



Please include as much detail as possible to help us investigate your problem. We may ask for photos or a video which will give us a better understanding of the issue and assist us in creating a solution, if applicable. If we require more information, we may send you a questionnaire to complete.

#### **4. Complaints we can handle**

We can only deal with complaints in relation to matters concerning Peppermill Antiques Ltd (trading as Peppermill Interiors).

#### **5. How we handle complaints**

Our Customer Service Manager will initially review the complaint. We will acknowledge a complaint within 5 working days and provide you with the name and contact details of the person investigating it.

Your complaint will also be logged on our database.

We will keep you informed about the progress of the investigation. We aim to have all complaints completed within 28 working days unless we have agreed a different time scale with you. This timescale may be extended depending on necessary investigations and feedback from our suppliers or other associated parties being received in a timely manner.

We may send a representative from our company to inspect the goods in situ and report back to our Customer Services Manager, their findings.

#### **6. Time limits**

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than twelve months later, we may not be able to investigate properly. Consideration will however be given, as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.



## 7. Resolution and conclusion

We will aim to resolve your complaint in one of the following ways:

1. Repair the goods to an as new standard by either repairing goods at your site or removing them to repair at our workshop.
2. Replace your existing goods or exchanging them for a different product.
3. Collecting your goods in a timely manner and offering a full or part refund, as applicable.
4. Offering you a gesture of goodwill to enable you to live with the product as is.

Once one of the actions have been accepted by you and actioned by ourselves, we consider the matter satisfied and the complaint case will be closed.