



Trade Customer Feedback

QUESTIONS

RESPONSES 10

10 responses



SUMMARY

INDIVIDUAL

Accepting responses



Who has responded?

Email

info@lchilted.co.uk

info@skyviewwindows.co.uk

james.white@bicester-upvc.com

paul.carrington@eurocell.co.uk

simon.tomlinson@eurocell.co.uk

paul@buildingyourvision.co.uk

simon.tomlinson@eurocell.co.uk (1)

richard.c@colomendy.co.uk

brian.lant@talktalk.net

info@pro-fitwindows.org.uk

Waiting for 5 responses

[SEND EMAIL REMINDER](#)

adam.bagshaw@uws.co.uk

james.raven@uws.co.uk

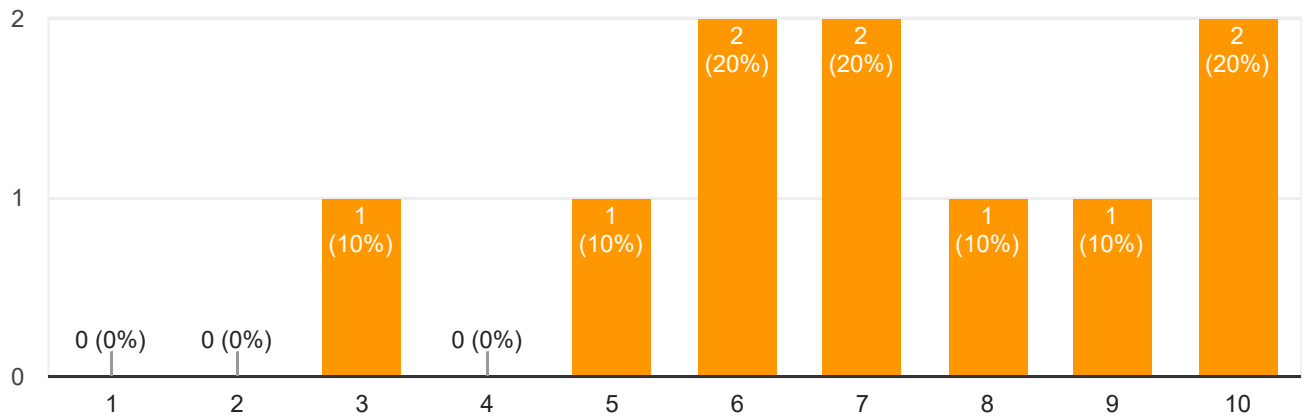
patrick.marston@uws.co.uk

damien.morris@uws.co.uk

mala.patel@uws.co.uk

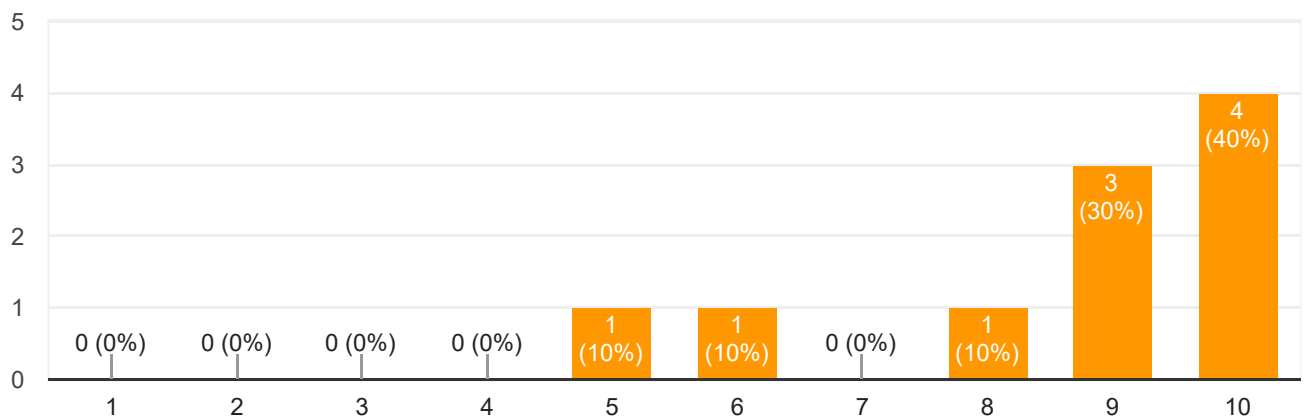
1. Delivery completeness

10 responses



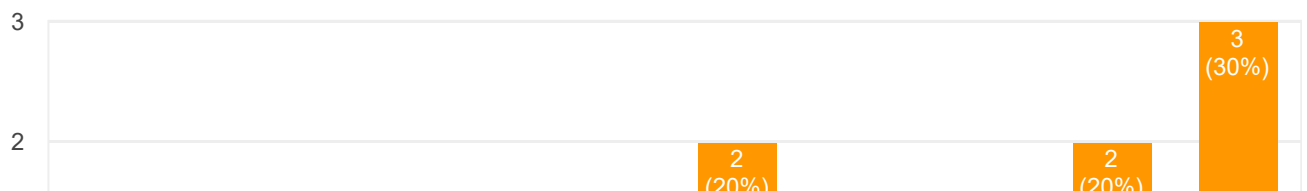
2. Invoice accuracy

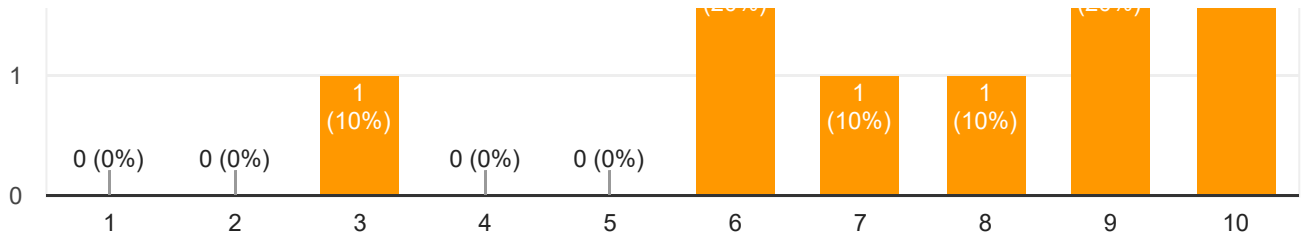
10 responses



3. Delivery promptness

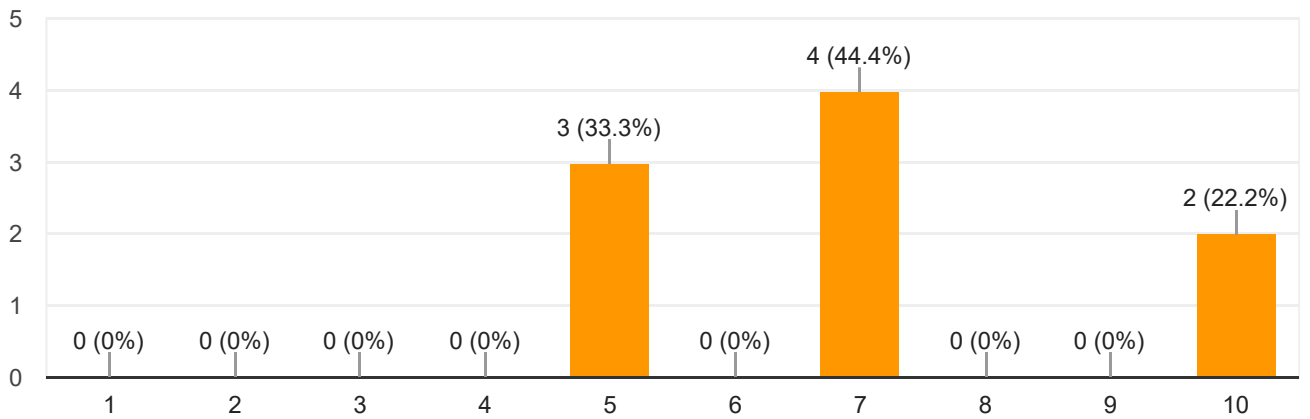
10 responses





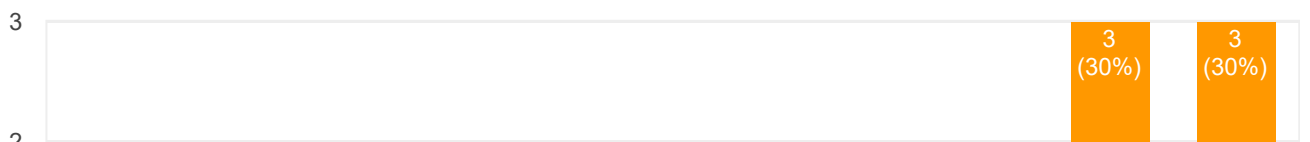
4. Product quality

9 responses



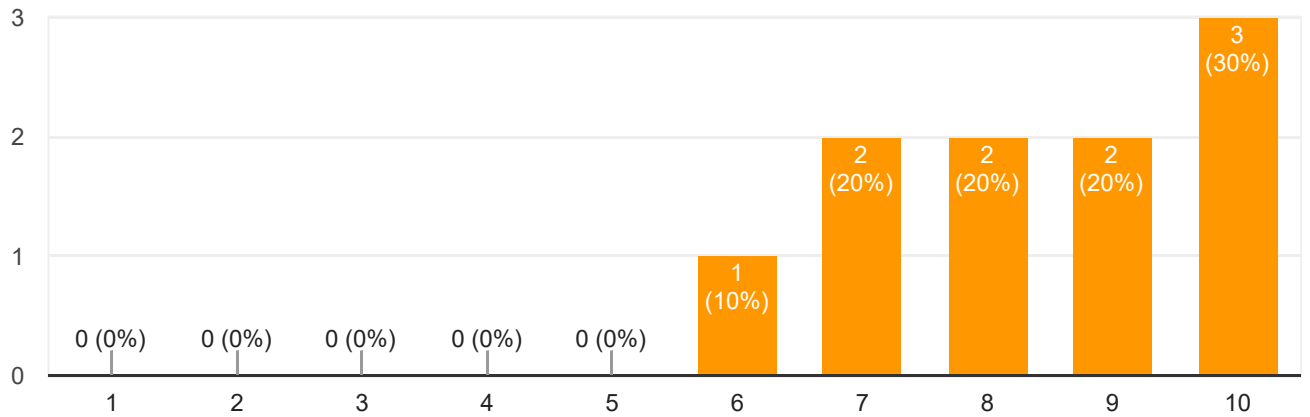
5. Sales service / lead times

10 responses



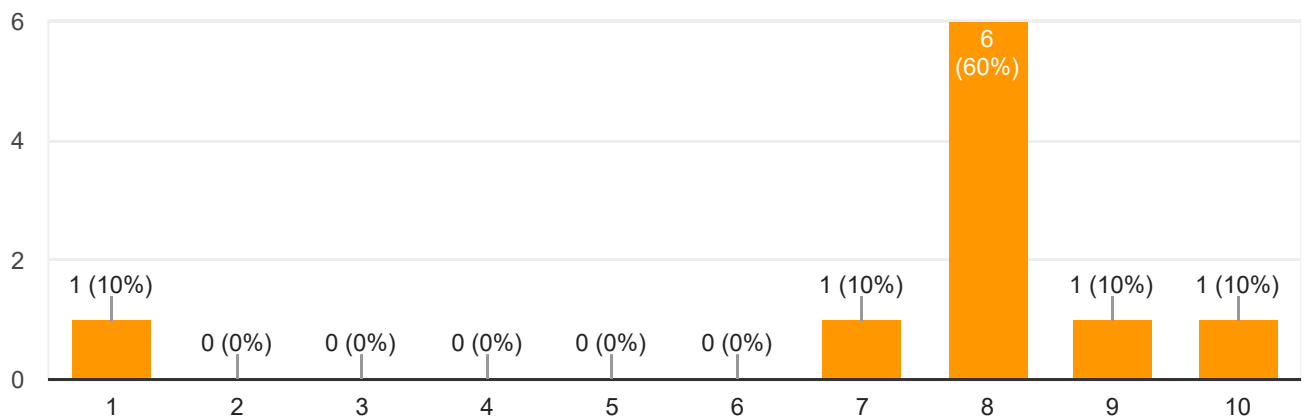
6. Product range

10 responses



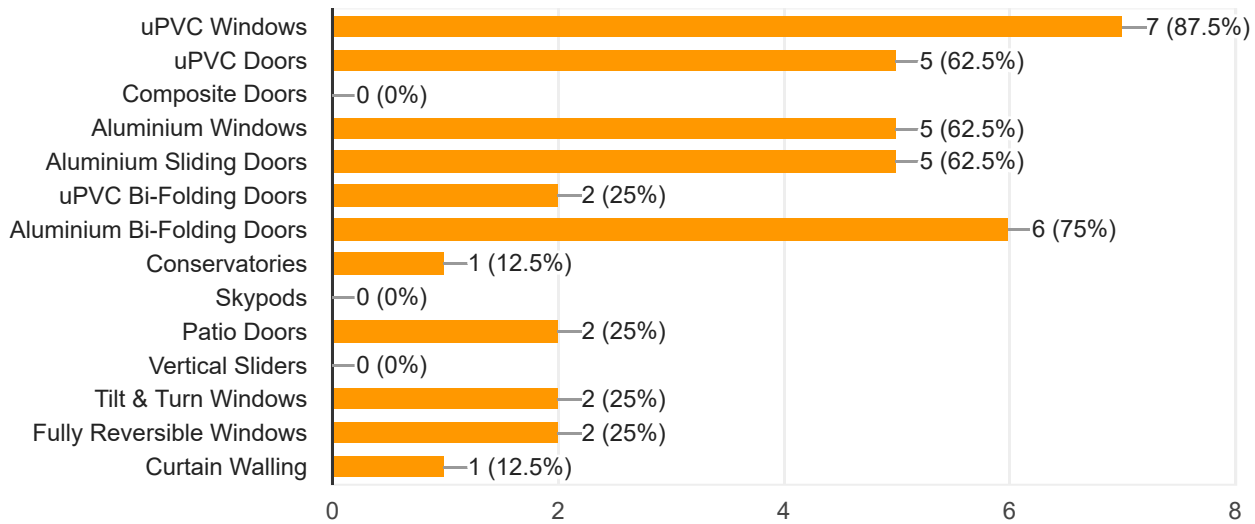
7. Product price

10 responses



8. Please tick which products from our range below you would like to receive information on:

8 responses



9. Please feel free to make suggestions below on any matter in order for us to improve our service to you in the future.

5 responses

Delivery dates are always advised, but no delivery time is given?
 Ancillaries could be wrapped better as we always tend to be missing something.
 Lack of response when there is something wrong with the product.

All foil products and aluminium window and doors to be wrapped in either cardboard (like the bi-folds) or bubble wrap to prevent damages on loading and delivering.

Also, a little more spent in quality control by checking that all windows and doors do not have damage to them before they are loaded on the truck. This will save you time and us time in the long run (time is money).

Use Vista Panels or supply your Door Panel Brochures

Delivery completeness - not informing of missing items eg glass units for windows. Communication by e mail in advance appreciated.

Invoice accuracy - How can quotes be different in price from order within 2 days. Processing signed orders should be the same price as quoted. Credits - should be instant not chasing 2 - 3 months for damaged items, paper trail instantly. Delivery promptness - Non delivery on bank holiday weeks just because we only have a delivery on a Monday. Transport manager(loose term) deciding that no delivery or delayed delivery without warning. Product Quality - please QA check foiled products....arrive in scratched damaged condition.

Sales Service - Very good product knowledge and sales team keen to help when asked. Poor re make time eg 4 sash samples for customer.

Delivery Completeness - Ref Rosewood on White windows this week - No delivery Monday (no phone call to say so either) Tuesday part delivery 3 windows missing - had to fetch ourselves from Skegness to Leicester and still had to wait for one window to be ready. Option of sending by courier but we take the hit if they come damaged(We deal with Tufnell's couriers and know how they come damaged) or wait till next drop 7 days later. Not acceptable really is it???? Product Quality - Ref the above windows Rosewood on white, to be honest they were battered when they arrived, looked like they had been dragged and volleyed over the floor. One window the foil had nearly gone....more white than rosewood. Luckily I have a good fitter/customer who worked his magic with WD40 and a touch up pen. Foils need more care - does your QC person actually check foils??

Bank Holiday weeks - Still no delivery on these weeks because our delivery day is a Monday! Option - Deliver Tuesday or

the Friday before (except Easter).

On a positive note, thanks to Mala for sharing her knowledge and expertise.
