

Customer Charter

Our Promise to you...

Value for your money

1stFrame only use the very best materials available. Our profile system, REHAU, is the world leader in pvc-u technology. Our locking systems meet the exacting 'Secure by Design' standard. We manufacture our products ourselves at our state of the art factory in Kendal, where customers are always welcome to visit.

Every single item we make is Quality Checked before it leaves the factory. We're 100% confident that you cannot buy better quality products.

Customer Service

1stFrame believe that the success of the company is best measured in the levels of customer satisfaction that we achieve. Every customer is asked to provide feedback on work we undertake for them – and we're proud to say that our customers think we're great!

At the end of every installation the customer is asked to fill in a brief Questionnaire – and this information is used to maintain and continually seek to ensure 100% customer satisfaction.

Sales Policy

We don't hide behind gimmicks. Nothing is really "free" - we don't inflate our prices to allow for 'free' items you may not want - nor do we "start high & finish low". We do not do 'high pressure' sales. We will not outstay our welcome - or try to make you sign up immediately. We will send you a detailed quotation and politely follow this up by telephone - at your convenience.

1stFrame staff are not on commission to sell you the most expensive products – we seek to ensure you get what you want.

So what happens next?

If you choose 1stFrame to supply your new windows, doors or conservatory this is what we will do:

1. We will send you a detailed quotation including pictures of the window styles (or a conservatory design if applicable).
2. Upon receipt of your deposit and written instruction we will write to; Thank you, acknowledge receipt of deposit, give an approximate timescale (usually 6-8 weeks from instruction).
3. Approximately 3 weeks before we are due to commence we will contact you to arrange a suitable time for our Surveyor to visit to take a manufacturing survey and confirm any outstanding details (e.g. glass patterns, handle colours etc).
4. When our Surveyor visits you - Should you wish to vary any aspect of your installation, or request that we undertake work not detailed in our Quotation we are happy to oblige wherever possible. Please ensure that we confirm this in writing to you – if we put it in writing we will do it. During his visit the Surveyor will answer any questions you have and will confirm how long the installation will take.
5. Our office will confirm an installation date with you within 48 hrs of the Surveyors visit.
6. On the day of Installation our installers will arrive at an agreed time (usually 9:30am). Each item will be installed individually & at the end of each day we will leave everything as we found it. We do not start an item that we cannot fully finish (unless requested to do so) so finishing times may vary.
7. Our installers will be professional, smart & helpful at all times. We will not expect you to move, carry or clean anything.
8. Upon completion of the Installation the installers will show you how each item operates and ask you to inspect the work carried out and sign a Completion Note. At this point the outstanding balance should be paid.
9. The Installer will leave a Customer Perception form (& S.A.E.) with you that we would ask you to complete and return. 1stFrame seek to continually improve our service – but we also like to let our employees know they have done a good job – this feedback is a vital part of that process.

Overleaf are examples of 1stFrame's work. Everything you see was manufactured and/or installed by 1stFrame.

We do what we Say

When we visit you we will try to ensure that we fully understand all of your requirements. We will also fully explain any details you request. All 1stFrame employees are fully trained to answer your questions. If we confirm something in writing to you - we will do it. If anyone at 1stFrame 'promises' to do something for you that is not on your original contract please insist it is confirmed in writing - if it is - we promise we'll do it.

Made locally, to meet local needs

Why use a local company?

Because 1stFrame and its employees are local we understand the exacting demands that both the local weather (and the local people) require of us & our products. 1stFrame products are designed & made with these factors in mind.

In an age of 'cheap' imports it's often a real benefit to know who you're dealing with – and to be able to contact them – or even call in should the need arise. 1stFrame's offices are open 6 days a week in Kendal.

Expertise

Very few window companies actually manufacture the products they supply – why? To manufacture to a high standard requires both considerable investment – and considerable expertise. At 1stFrame we have both. Because we manufacture we fully understand the products we install. All of our Installers are fully employed by the company – we do not use sub-contractors. We are always happy to offer advice or assist with designs – every product is made on a bespoke basis – so we can provide exactly what you need.

Give us a call on:
01539 739486
or visit our website:
www.1stFrame.co.uk

1stFrame are proud to hold and be recognised by the following standards...



The Small Print

Like any professional organisation 1stFrame has Terms & Conditions. These are on the back of quotations and exist to protect both 1stFrame and our customers. We strictly adhere to the regulations of those professional bodies of which we are members (see above). However, restrictions on space require that our Terms & Conditions are in relatively small scale.

We are happy to provide a 'large' scale version – if you would like a copy please ask.



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