



ARE YOU UNHAPPY WITH THE SERVICE YOU'VE RECEIVED?

rooflights.com is committed to providing you with the highest standard of products and services. If there is any reason you feel dissatisfied with the service we have provided, or any of our products fail to meet your expectations, please get in touch with us in any of the following ways:

phone: 01379 771002

Our team is available to take these calls from 9am until 5pm Mon – Fri, closed weekends and bank holidays.

Calls may be recorded or monitored for training and other purposes.

post:

Customer Services
rooflights.com, Sawmills Road, Diss, Norfolk, IP22 4RG

email:

customerservices@glazingvision.co.uk

If you wish to register an official complaint, please follow the guidelines provided in our [customer complaints procedure](#) on the opposite page.



IF YOU WISH TO REGISTER A COMPLAINT.

If you have encountered a problem with one of our products or services which you feel has not been resolved, you can register an official complaint by contacting us using any of the methods provided in this document.

Before getting in touch, you should ensure that you have any relevant information to hand, such as order numbers, times, dates, correspondence, or any pictures you may have taken which may help us diagnose a fault for example.

WE WILL RESPOND WITHIN 10 WORKING DAYS.

[If you call us](#), our customer service team will ask you about the nature of your complaint. We will take into account all of the points you raise, and refer to any details we hold in our records, and seek to resolve the problem while you are on the line. If we are unable to resolve the complaint straight away, we will carry out a full investigation and report back to you within 10 working days.

[If you contact us by letter or by email](#) we will acknowledge receipt of your complaint within 2 working days. We will then carry out a full investigation and report back to you within 10 working days of this acknowledgment.

If we need more time to complete the investigation, we will contact you within 10 working days and provide an estimation of any additional time we may need.

[We will do all we can to resolve your complaint as soon as possible. If your complaint is of an urgent nature, for example, if you are experiencing a loss of service, we will prioritise as appropriate to ensure we get you up and running as quickly as possible.](#)

WHAT CAN YOU DO IF YOU ARE UNHAPPY WITH OUR RESPONSE?

We aim to resolve every complaint promptly and to your satisfaction. If for any reason you are not fully satisfied with our response, please contact our Operations Manager direct at the following address:

Jimmy Harris, rooflights.com, Sawmills Road, Diss, Norfolk, IP22 4RG.

or via email at:

jimmy.harris@glazingvision.co.uk