

Complaints Policy

Isle of Wight Blinds Ltd

At Isle of Wight Blinds Ltd, we are committed to providing high-quality products, professional installation and excellent customer service.

If you are dissatisfied with any aspect of our service, we encourage you to contact us as soon as possible so that we can investigate the matter and work towards a resolution.

1. How to Make a Complaint

Complaints can be submitted by:

Telephone

07535 578751

Email

info4blinds@gmail.com

In Writing

Isle of Wight Blinds Ltd
1 The Slipway
Cowes
England
PO31 7FD

Please provide as much information as possible, including:

- Your name and contact details
- Installation address
- Details of the complaint
- Any relevant photographs or supporting information

2. Our Complaints Process

Upon receiving your complaint, we will:

Step 1 – Acknowledge Your Complaint

We aim to acknowledge all complaints within 5 working days.

Step 2 – Investigation

We will investigate the matter, which may include:

- Reviewing order documentation
- Reviewing installation records
- Requesting photographs

- Arranging a site visit where necessary

Step 3 – Resolution

Once our investigation is complete, we will explain our findings and, where appropriate, outline the steps we propose to resolve the issue.

3. Access for Inspection

Where a complaint relates to products supplied or installation work carried out by Isle of Wight Blinds Ltd, customers must allow us reasonable access to inspect the products and assess the issue.

We reserve the right to inspect any alleged defect, damage or installation concern before agreeing to any repair, replacement or remedial work.

4. Opportunity to Remedy

Customers agree to allow Isle of Wight Blinds Ltd a reasonable opportunity to rectify any issue before engaging third-party contractors.

We cannot accept liability for costs incurred through third-party repairs or alterations unless agreed in writing beforehand.

5. Our Commitment

We value our customers and take all complaints seriously.

Our aim is always to resolve concerns fairly, professionally and as quickly as reasonably possible.

Where a complaint is found to be justified, we will work with you to achieve an appropriate resolution.

Contact Us

Isle of Wight Blinds Ltd

1 The Slipway
Cowes
England
PO31 7FD

Telephone: 07535 578751

Email: info4blinds@gmail.com

Company Registration Number: 15125363

VAT Registration Number: 450894081

