

Complaints Procedure:

1. Contact Information:

If, in the unlikely event that you have a concern or complaint, please contact our customer service department at isleofwightblinds@gmail.com within 5 business days of the issue arising.

2. Detailed Description:

Please provide a detailed description of the complaint, including relevant order details, and pictures where possible to help us investigate and resolve the issue promptly.

3. Response Time:

We strive to address your concerns promptly and will acknowledge your complaint within 5 business days. In rare instances where external factors may affect our response time, we appreciate your understanding and rest assured, we'll still provide you with an estimated timeframe for resolution as soon as possible.

4. Investigation:

We commit to a comprehensive investigation of the issue, ensuring transparency by keeping you consistently updated on the progress. Your satisfaction and awareness throughout the resolution process are our top priorities.

5. Resolution:

Once the investigation is complete, we will propose a resolution. This may include replacement, repair, or a refund depending on the nature of the complaint.

6. Escalation:

If you are not satisfied with the proposed resolution, you have the option to escalate the matter to us within 5 business days please do this in writing to the above email address.

7. Final Review:

The escalated complaint will undergo a final review, and a comprehensive response will be provided. At this stage the company's response is final.

Thank you for bringing your concerns to our attention. We are committed to addressing and resolving any issues to ensure your satisfaction with our products and services.

Contact address: 1 The Slipway, Cowes PO31 7FD