

# Customer Care Promise



## Demonstrating our confidence in our products and workmanship

### Our Promise

Symphony furniture is an investment which deserves protection. To give you and your customers peace of mind we have introduced a Customer Care Promise which runs alongside our five-year product guarantee.

Our aim is to resolve all post-occupation Customer Care issues within 28 calendar days, during which time we will have investigated the complaint, visited your customer (if necessary) and provided product for qualifying remedial works. Along the way we will ensure that you are kept right up to speed with the progress of the complaint.

Symphony employs a national team of experienced Customer Care Managers who work closely with their own Technicians to ensure a professional approach to each and every issue raised.

The Customer Care Promise covers our own manufactured products (cabinets and non-luxury worktops) and the services we offer.

The MySymphony portal (<https://my.symphony-group.co.uk/>) provides information and advice for looking after your furniture including "how to" guides and FAQs. The portal is designed as a go-to resource for any questions or issues you have about your furniture. Available to download from the Symphony website ([Welcome to Your New Home](#)) is a Welcome to You New Home brochure that provides an overview of your furniture and how to adjust, clean and look after it.

Should a complaint not qualify for remedial work on a non-chargeable basis we will still be happy to quote for extra product to be delivered to locations where we have already supplied and fitted our products.

Our Customer Care Promise forms part of our Standard Conditions of Sale, a copy of which is available upon request.

A handwritten signature in black ink, appearing to read "R Bunton", enclosed in a light grey rectangular box.

Richard Bunton  
Director