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OUR CUSTOMER CHARTER

Jacksons Fencing



APPROVED INSTALLER



This Charter establishes the Code of Practice operated by a Jacksons Approved Installer and your expectations from them.

All Jacksons Approved Installers are independent companies, approved by but not part of H.S. Jackson & Son Fencing Limited, so your contract for the supply and installation of Jacksons fencing, materials and gates is with the installer; giving you the reassurance of dealing with a reputable local company backed by the quality assessment and procedures of a national brand.

It is important that you are aware of our expectations from Approved Installers in their dealings with you so that you can be sure that the service you receive matches the standards in this Charter.

1. Deal with all customers in a professional, lawful and ethical manner, maintaining the highest levels of customer service and after-sales care.
2. Visit and accurately measure the site before selecting the right Jacksons product(s) to meet the customer's requirements.
3. Provide the customer with a detailed estimate covering the work required and a schedule for payments.
4. Maintain all necessary work skills and knowledge; accept responsibility for the actions of employees, subcontractors and others appointed by the Approved Installer.
5. Maintain all necessary registrations, licences and public liability insurance.
6. Ensure all installations are carried out in compliance with the terms of Jacksons Jakcure[®] 25 Year Guarantee and best practice.
7. Offer the Jakcure[®] 25 Year Guarantee on all Jacksons timber products used in the installation.
8. Offer the Approved Installer 12-month guarantee on the quality and ensure the fence is fit for purpose.
9. Work competently and responsibly throughout the duration of the project.
10. Leave the site clean and tidy throughout the duration of the contract.
11. Address any snagging issues that arise and deal with them quickly & efficiently.
12. Keep the customer informed on progress and advise on any technical difficulties and delays.
13. Ensure the customer is satisfied at all times.

On completion of your project, please ensure that you:

- Check and sign the contract completion form.
- Complete and return (by post or online at: www.jacksons-fencing.co.uk/ai) the Customer Satisfaction & Jakcure[®] 25 year guarantee registration questionnaire to register your Jacksons products.

Jacksons Fencing

Stowting Common, Ashford, Kent, TN25 6BN

0800 408 4731

aiprogramme@jacksons-fencing.co.uk