



REGAL KITCHENS

● Where Client is King ●

THE CUSTOMER CHARTER

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At Regal Kitchens our mission is to maximise our clients' satisfaction and enjoyment of their new kitchen by delivering the highest standards of products, services and customer care within the industry.

Whatever your needs, from full redesign and installation through to simple makeover, we can provide you with **all** related services under one roof and manage the entire project on your behalf. This fully joined-up approach means you will save time and money and benefit from added peace of mind.

'Where Client is King' reflects the ethos of the company and everyone within Regal is committed to this approach. We strive for excellence in **all** that we do and we are keen to build upon the in excess of 9/10 satisfaction rate amongst our customers. (Source. IWA.biz-Independent Warranty, 20/09/13)

OUR GUARANTEE TO YOU

We will:

- Complete **all** aspects of the entire project from start to finish using our own in-house team of specialists.
- Carry out a post-installation quality and customer satisfaction checklist.
- Guarantee **all** parts and labour against manufacture and design faults.
- Beat any price you receive anywhere else for the same level of quality, service and customer guarantees.



OUR 10-POINT-PROMISE TO YOU

Our Customer Charter contains **all** the ingredients for 'Your Perfect Kitchen' and **all** our clients receive the same high level of service and customer care. As such, we promise to:

1. Ensure your kitchen is designed and tailored to your unique requirements and your individual taste.
2. Guide you, advise you and support you throughout the whole process, answering any queries you may have promptly.
3. Create a bespoke installation schedule covering **all** major aspects of your project including the expected timescales.
4. Manage the whole project and provide you with clear proactive communications throughout so you know exactly where you stand at each stage of the process.
5. Keep the cost of your entire project as low a possible without compromising on quality.
6. Treat you and your home with courtesy and respect at **all** times.
7. Allow only trusted and experienced professionals from our team to visit your home.
8. Meet or exceed **all** your requirements in respect of installation, alterations, electrics, plumbing and gas whilst complying with **all** legal/regulatory requirements.
9. Complete the project to your satisfaction on time and within budget.
10. Leave your home clean and tidy with **all** work completed to your satisfaction.





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