

Customer Service With Anning.....

— **Your Time is Important**

At Anning we understand how important your time is. We'll arrange appointment times with you for measure and installation visits. If we're running more than 15 minutes late for an appointment, we'll call to let you know. When changes are made to your job, we'll notify you of the changes this may create to your installation date(s).

— **Alterations**

If you decide to make alterations to your job during construction, we will cater to your needs. We'll issue you with a quote for the alterations before we proceed. We'll ask for your approval of the alteration quotation also. If alterations impact the date(s) for installation, we'll discuss this with you also.



— **Issues**

If you have any issues with our quality, workmanship, customer service or finish, please let us know straight away. From time to time the finished product may appear different to your original designs and ideas and we ask that you discuss these issues as they arise. It'll save us all time and frustration and we welcome your feedback.



— **Fees & Charges**

On small jobs, we require a 50% payment as a deposit to proceed with your job. For larger jobs, we generally require a 40% deposit to start, followed by a 40% progressive payment and a 20% completion payment. This will be detailed in your quotation. Should there be any additional charges for alterations, you will be issued with a revised invoice stating the alteration and associated costs.

— **Contacting Us During Construction**

Feel free to contact us during construction with any queries or alterations required. As stated above, it will not generally be necessary for you to check delivery / installation times as we will inform you of times, dates and any changes.