

Making a Complaint

marshalls.co.uk/contact-us


Marshalls
Creating Better Spaces

Marshalls take any potential product quality or service complaints seriously and will endeavour to do the following:

- Investigate the complaint fairly and efficiently
- Take a balanced, fair view offering a suitable resolution where possible
- Work and implement preventative measures to stop future occurrences
- Provide the highest standard of service for all our customers



Non-Account Holders

If you have bought Marshalls product from a third party (i.e merchant or installer), your contract for the supply of materials is with that third party and not with Marshalls.

Whilst Marshalls is not a party to, and has no liability in relation to, any contracts entered into between you and a third party, we will endeavour to provide all reasonable support to help secure a satisfactory resolution to your complaint where possible.


Personal Data

Any personal information you share with us as part of the Complaint Registration Form will be processed in accordance with data protection law. Please see the Privacy Policy published on our website for information about what we do with your personal data, and your rights in relation to the same.

How to make a Complaint

Product Quality Issues

These should be reported to the Technical Advisory Team by using the following methods.

 **0370 411 2233**

 **advisory.services@marshalls.co.uk**

 **Technical Advisory Department**

 **<http://www.marshalls.co.uk>**

Landscape House, Premier Way

Lowfields Business Park, Elland

West Yorkshire, HX5 9HT

Service Issues

Such as late delivery, missing products and incorrect sent items, should be referred to your local Service Centre. To establish the nearest centre for your area, please dial 0345 3020 700.



What Happens Next

We endeavour to make our investigations as swiftly as possible however, there are times when further assistance is required to bring the complaint to a satisfactory conclusion.

If an Advisor is unable to give a response in the first instance, We may need photographic images to understand your concern.

We may also need to escalate your complaint to a senior colleague or arrange a site visit to inspect the goods in person.

Timing and Record Keeping

Complaints will vary in their nature and complexity and the time taken to handle them will reflect this.

Continuous Improvement

We are fully committed to continuously improving our complaint system enhancing our ability to resolve complaints in a systematic and responsive manner. All procedures are regularly assessed by both internal and external independent parties and adjustments improvements made where identified.

Customer Feedback is reviewed and evaluated in the form of random surveys. Any suggestions for improvements to the level of service we offer are considered and implemented where necessary.



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