

INSTALLATION LETTER



Dear Customer,

Thank you for choosing Formula One to carry out your work.

Please find herewith your Customer Pack which includes

1. Maintenance Handbook
2. 10 Year Guarantee
3. Insurance Backed Guarantee Application
4. Google Letter

As part of our ongoing customer care service we would like to explain our after sales procedure, as follows:

1. If after completion a fault develops in any of the goods supplied and fitted by Formula One please contact myself at our Telford showroom on 01952 677999 to register the complaint. The showroom is open from 09.00 - 16.30 Monday to Friday, and 10.00 - 16.00 Saturday. Out of hours please leave a message on the telephone answering machine. Alternatively please email – f1telford@gmail.com
2. The FORMULA ONE After sales Department will contact you the next working day to arrange a visit to carry out appropriate remedial work at a time convenient to you.
3. On arrival, the after sales Technical Engineer will discuss the fault with you to fully determine the extent of the remedial work required. If possible, he will carry out the work during this visit but if he is unable to finish the work due to not carrying the relevant parts or equipment, he will arrange with our After sales Coordinator to contact you with a date for a further visit to complete the work.
4. When the work is completed the engineer will explain what action has been carried out and any operating/maintenance procedures to sustain the lifetime of our warranty.
5. Please note that our After sales service is our on-going commitment to you and products during our 10 year Guarantee period. We would respectfully recommend that routine maintenance be carried out in accordance with the guidelines in our Maintenance Handbook. We will also contact you 12 months after the installation to offer you our Routine maintenance service.

Dean Crowther

Formula One Windows