



BT Double Glazing LTD.

Windows And Doors

35 George V Way, Perivale UB6 7JA

Tel: 07970 840 573

Fax: 0208 997 3565

How to deal with your enquires and complaints

Our aim here at BT Double Glazing Ltd. is to always provide a high quality service for all our customers but we recognise that things unfortunately do go wrong occasionally.

We take all complaints we receive seriously and aim to resolve all our customers problems promptly (within the terms of current regulation and product availability)

We recommend that sooner you bring any concerns to our attention the sooner we can resolve it.

BT Double Glazing Ltd. will always endeavour to comply fully with terms and condition of our contractual agreement as we appropriate and value all our customers.

The complaints handling procedure

Monday to Saturday 8:00-19:00- contact details below.

Action we will take:

- Acknowledge of your complain promptly.
- Carry out thorough investigation into the matters you raised and instigate action.
- Maintain contact until completion of our contractual agreement.
- We aim to resolve all issues within 8weeks.

Contact details:

BT Double Glazing Ltd.
35 Geroage V Way
Perivale, Greenford
UB6 7JA

Tel: 07970 840 573

Fax: 0208 991 1187

Email: btdoubleglazing@yahoo.co.uk