

**CUSTOMER SERVICE STANDARDS**

We know that our customers are our main priority and our fundamental aim is to provide excellent customer service to all our customers.

We promise N-spire Home Works Ltd customers that we will:

1. *Provide our service ethically, with integrity and a high degree of professionalism at all times*
2. *Work collaboratively with you because your views of are of paramount importance in the work that we carry out on your behalf*
3. *Operate our website in a safe manner*
4. *Ensure that all promotional and marketing materials accurate and honest*
5. *Respond within 24 hours to all customer communications*
6. *Continuously strive to improve the service we offer*
7. *At all times treat customers with respect and in a polite and courteous manner*
8. *Operate an honest company that will take responsibility for its actions*
9. *Provide clear and accurate information and pricing*
10. *Only charge the price quoted, unless we have had clear discussions with you to the contrary, in such circumstances, a revised quote will be issued*
11. *Operate a fair and reasonable pricing structure*
12. *Operate a clear complaints procedure*