

CUSTOMER CARE

We work really hard at every stage to ensure your journey with us is a pleasure. If you are not happy in some way please speak to your installer, design specialist or project coordinator and they will do their utmost to put it right quickly.

In the unlikely event that you have a problem that hasn't been resolved by the team then please speak to a manager in-store.

If you remain unhappy after following the process described above, then you can refer the matter to our Head of Retail at feedback@thekitchenstore.co.uk.

We will acknowledge your complaint within two working days and aim to respond fully within 14 days at the latest, after our investigations are complete. In the unlikely event your complaint is not resolved within 4 weeks of its receipt we will write to you to explain why. If we cannot resolve your complaint we will issue a final response letter.

If you are still not satisfied you may be able to complain to The Furniture & Home Improvement Ombudsman (FHIO), of which we are voluntary members.

FHIO are an independent, not-for-profit, government approved ombudsman who offer Alternative Dispute Resolution (ADR) for consumers in the retail, furniture, and home improvement market. They will carry out an investigation and inform you of their findings.

The Furniture & Home Improvement Ombudsman
1st Floor, Premier House,
Argyle Way,
Stevenage,
Hertfordshire,
SG1 2AD

0333 241 3209
info@fhio.org

Further details can be found on the FHIO website: www.fhio.org



COMPLAINTS RELATING TO YOUR FINANCE AGREEMENT

If you have a complaint about the finance linked to your purchase we will forward it on to your credit provider Novuna.

Novuna will acknowledge your complaint and investigate it thoroughly and issue their response within eight weeks.

IF YOUR COMPLAINT IS ABOUT THE WAY OUR TEAM PROCESSED OR CONDUCTED YOUR CREDIT APPLICATION, OR ANY INFORMATION WE PROVIDED YOU BEFORE OR DURING YOUR CREDIT APPLICATION, PLEASE LET US KNOW USING THE PROCESS OUTLINED ON THE PREVIOUS PAGE.

WHAT TO DO IF YOU CAN'T REACH AN AGREEMENT

If you are not satisfied with Novuna's response to your complaint relating to the finance agreement, you may be able to refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of Novuna's final response letter to you.

Financial Ombudsman Service,
Exchange Tower,
London,
E14 9SR

0300 123 9 123
complaint.info@financial-ombudsman.org.uk

Further details can be found on the Financial Ombudsman Service website: www.financial-ombudsman.org.uk

