SERVICE CHARTER
INSULATION, ROOFING & WATERPROOFING PRODUCTS

 KNOWLEDGE. EXPERIENCE. CRAFTSMANSHIP.  WWW.TNROOFINGSYSTEMS.COM
EXCEPTIONAL SERVICE AND SUPPORT.
IT’S OUR COMMITMENT AND ALL PART OF THE CUSTOMERS’ EXPERIENCE.

We follow ‘best-in-class’ principles in quality management, meeting every requirement of BS EN ISO 9001 to make sure our insulation and roofing products are amongst the best available. Our service levels are no exception and we are equally committed to delivering exceptional standards of customer care at every stage of the specification and procurement process.

That’s just one of the reasons why we have earned a reputation for backing our first class product ranges and cutting edge manufacturing with the highest levels of customer support and how we have forged close relationships throughout the supply chain.

As a focused team, we can be more flexible and dynamic; we have the agility to respond quickly to meet our customers’ needs. It also means we can get closer to our customers, working as a true partner, sharing our knowledge and advice to help you get the very best out of our products.

CUSTOMER SERVICE STATEMENT

We are committed to delivering exceptional service and top quality products, and will always try to exceed our customer’s expectations.

CUSTOMER EXPERIENCE / SATISFACTION WE ARE COMMITTED TO:

• Conducting regular customer surveys and welcoming feedback, positive or negative.
• Welcoming suggestions from our stakeholders and making changes to enhance the service we provide.

COMMUNICATION WE ARE COMMITTED TO:

• Introducing ourselves and the company in a courteous manner.
• Giving clear and accurate information specific to the customer’s needs.
• Responding to all requests within an average of two hours.
• Keeping you informed on the status of your order.

DELIVERY WE ARE COMMITTED TO:

• Delivering all orders within the categorised lead times.
• Delivering all orders on time and in full.
• Getting it right first time, every time.

CUSTOMER COMPLAINTS WE ARE COMMITTED TO:

• Continuously improving our products and service.
• Resolving complaints within an average of 5 days.
• Keeping the customer informed on the progress of a complaint.
• Ensuring containment and preventative actions are taken in accordance with our quality procedures.
• Ensuring the customer receives a full resolution to the complaint.

CUSTOMER SERVICE CONTACT:

Tel: 01786 451170
Email: sales@superglass.co.uk
PLACING AN ORDER

To ensure that an order is processed correctly and efficiently, all orders should be sent to sales@superglass.co.uk and must contain:

- Your purchase order (PO) number
- Full delivery address including postcode:
  - All sites must be able to accept articulated vehicles.
  - All sites must have suitable offloading facilities.
- All site restrictions and special instructions.
- Site contact name and telephone number.
- Superglass product code and description.
- Requested quantities.
- Requested delivery date and time.
- Correct price – Including deal ID if applicable.
- Any transport and additional charges.
- Name, contact number and email address of person placing the order.

If your purchase order does not contain the details above please be aware that it may result in a delay to the processing of the order. Orders will be confirmed by way of an order acknowledgement sent via email. Please check the order acknowledgment is correct and notify the Customer Service Team of any discrepancies.

STANDARD DELIVERY TIMES

<table>
<thead>
<tr>
<th>Category</th>
<th>Order Quantity</th>
<th>Delivery Lead Time</th>
<th>Delivery Options</th>
<th>Surcharge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Products</td>
<td>Full Load (20 Pallets)</td>
<td>Up to 3 working days (or date thereafter)</td>
<td>Untimed</td>
<td>No Charge</td>
</tr>
<tr>
<td></td>
<td>6-9 pallets</td>
<td>Up to 7 working days (or date thereafter)</td>
<td>Untimed</td>
<td>No Charge</td>
</tr>
<tr>
<td></td>
<td>10-19 pallets</td>
<td>Up to 5 working days (or date thereafter)</td>
<td>Untimed</td>
<td>No Charge</td>
</tr>
<tr>
<td>Non Standard</td>
<td>Full Load (20 Pallets)</td>
<td>Up to 5 working days (or date thereafter)</td>
<td>Untimed</td>
<td>No Charge</td>
</tr>
<tr>
<td>Products</td>
<td>6-9 pallets</td>
<td>Up to 7 working days (or date thereafter)</td>
<td>Untimed</td>
<td>No Charge</td>
</tr>
</tbody>
</table>

- Please note that delivery lead times above apply to orders placed before 12pm.
- Any orders received after 12pm will be treated as if received on the following day.
- Timed deliveries are subject to confirmation upon placing the order.
- Timed deliveries are restricted to UK mainland only and exclude the Highlands of Scotland, Cornwall and Devon.
- Deliveries on Saturday and Sunday may be subject to enquiry and a surcharge.
- If an order contains a mixed load of standard and non-standard products, the longest delivery lead time will apply.
- Delivery locations are assumed to be the location of the company placing the order, or be within 30 miles of the premises. For deliveries further than 30 miles additional transport charges may apply.

DELIVERY OPTIONS

The standard untimed delivery will be delivered between 8am and 5pm on the confirmed delivered date. All Superglass insulation deliveries are made on Arctic vehicles with no offloading facility.

A timed delivery is a delivery at a specifically requested hour between 8am and 5pm, with a delivery window of half an hour before or after the requested time. Additional charges will be applied to any timed deliveries.

All delivery dates and times are estimates only. Despite our best efforts there may be times where we cannot deliver, if this happens we will not accept liability for any direct, indirect or consequential loss.

Please notify us of any specific vehicle and site requirements at the time of order.

SHORT OR INCORRECT LOAD NOTIFICATION

We request that any shortages or incorrect pallets loaded to the vehicle are notified to the Customer Service Team by email within 24 hours of delivery. These should also be highlighted to the driver at the time of delivery and the delivery note clearly marked.

FAILED DELIVERIES

Where deliveries cannot be made at no fault of Superglass, charges will apply. The charges will be confirmed to you by the Superglass Customer Service Team.
INSULATION PRODUCTS

**FULL LOAD – SPLIT DELIVERIES**

We are able to offer split deliveries at a fixed cost of £100 for up to three delivery locations within 40 miles of the first and last drop.

**MINIMUM ORDER QUANTITIES**

The minimum order quantity of standard products is one pallet, however the total order for delivery must equate to a minimum of six pallets.

For non-standard products the minimum order quantity is 6 pallets.

**OFF-LOADING**

In line with the conditions laid down by the Road Haulage Association it should take a maximum of two hours to offload a delivery vehicle. The first two hours of waiting time are free of charge. For any waiting time beyond 2 hours, a surcharge of £50 will apply to each hour or part thereafter until the goods are unloaded.

Our haulage partners are responsible for the delivery of orders in full and at the time specified. Every customer must acknowledge receipt of goods on the Superglass delivery note. Acknowledgement requires the employee accepting the delivery to sign and print their name and record the date and time of delivery on the Superglass delivery note. It is the customer’s responsibility to check the quantity and confirm the product is correct, and to check for any visible damage upon delivery.

All discrepancies must be recorded on the delivery note and Customer Service Team informed by email as soon as reasonably practical but within 48 hours of the delivery.

**ORDER AMENDMENTS**

We accept that our customer requirements will change and you may need to amend your order after it has been placed. Amendments will be considered up to 72 hours before the agreed delivery date, should be confirmed in writing and clearly marked as an amendment to prevent duplication.

We are unable to accept any amendments to orders of non-standard products once they have been confirmed.

**ORDER CANCELLATION**

Superglass reserves the right to charge a cancellation fee if your order is cancelled less than 72 hours before the scheduled delivery date. These charges will include administration, handling and haulage charges if the goods have already left the site. Please note that we must receive the cancellation in writing between the hours of 8am and 5pm.

**RETURN OF NON-DAMAGED GOODS**

Orders of standard products can be fully or partially returned up to a maximum of 28 working days following the delivery.

Superglass may accept the return of goods under the following conditions:

- The goods were purchased directly from Superglass.
- The goods are in clean original packaging with labels attached.
- The goods are in a saleable condition and are palletised.
- The goods are within the standard product range.

A standard restocking charge of 25% of the original invoice price and any cost of haulage will apply. Any credits due will only be issued once Superglass have fully inspected the goods. If upon return quality inspection the goods are deemed unfit for resale further charges will apply. The customer is responsible for arranging the return of non-damaged goods, and will be liable for the cost of return. Returns will be settled via credit note only.

**RETURN OF INCORRECT OR FAULTY PRODUCT**

Upon delivery of the goods any defects or visible damage to the products must be recorded on the delivery note and signed by both the customer and the delivery driver. Superglass’ Customer Service Team should be notified either by email within 48 hours of delivery.

Quality claims for ‘hidden defects’ not apparent on delivery should follow the process set out in our Terms and Conditions of Sale. These claims should be made within 28 days of delivery.

The collection time for the returns will be confirmed by the Customer Service Team.

**INSULATION PRODUCTS**

Upon delivery of the goods any defects or visible damage to the products must be recorded on the delivery note and signed by both the customer and the delivery driver. Superglass’ Customer Service Team should be notified either by email within 48 hours of delivery.

Quality claims for ‘hidden defects’ not apparent on delivery should follow the process set out in our Terms and Conditions of Sale. These claims should be made within 28 days of delivery.

The collection time for the returns will be confirmed by the Customer Service Team.
PLACING AN ORDER

To ensure that an order is processed correctly and efficiently, all orders should be emailed to sales@superglass.co.uk and must contain:

- Your purchase order (PO) number.
- Full delivery address including postcode:
  - All sites must be able to accept articulated vehicles or requested specific vehicle.
  - All sites should have suitable off loading facilities.
- All site restrictions and special instructions.
- Site contact name and telephone number.
- Specific vehicle required. (See options available in Specialist Vehicle Types section)
- Product code and description.
- Requested quantities.
- Requested delivery date and time.
- Correct price – include special project price deal ID if applicable.
- All transport and additional charges.
- Name, contact number and email address of person placing the order.

If your purchase order does not contain the details above please be aware that it may result in a delay to the processing of the order. Orders will be confirmed by way of an order acknowledgement sent via email. Please check the order acknowledgment is correct and notify the Customer Service Team of any discrepancies.

The minimum order value is £350 (exclusive of any transport charges and VAT).

DELIVERY

All deliveries will be made only to the nearest convenient point of site work on safe, hard ground.

Standard Delivery Times – Mainland UK
Orders received by 12pm will be processed as a Day 1 for Day 3 delivery between 10am-5pm (subject to stock availability) e.g. order placed before 12pm on Monday will be delivered Wednesday between 10am-5pm. Orders over £1000 are carriage paid. Any orders below £1000 require a transport charge this can be obtained from the Customer Services Team. (Some restrictions may apply). Any specified timed deliveries would require additional charges.

Standard Delivery Times – Northern Ireland & Republic of Ireland
Orders received by 12pm will be processed as a Day 1 for Day 5 delivery between 10am-5pm (subject to stock availability) e.g order placed before 12pm on Monday will be delivered Friday between 10am-5pm. (Some restrictions may apply). Any specified timed deliveries would require additional charges.

Next Day Delivery
Orders requesting a Next Day delivery must be received by 11am.* (UK Mainland Only)
*ADR regulations state that hazardous items can only be delivered within 48 hours.

Delivery Dates & Times
All delivery dates and times are estimates only. Despite our best efforts there may be times where we cannot deliver, if this happens we will not accept liability for any direct, indirect or consequential loss.

VEHICLE TYPES

Standard Vehicle Types
- Curtain-sided Artic vehicle
- Curtain-sided Rigid vehicle
- Tail lift with pump truck

Specialist Vehicle Types
Deliveries on these types of vehicles are chargeable and subject to availability. Please contact the Customer Service Team for current pricing.
- Flat Bed
- Moffat
- HIAB Crane Vehicle

Please notify us of any specific vehicle and site requirements at the time of order.

FAILED DELIVERIES

Where deliveries cannot be made at no fault of Superglass, charges will apply. The charges will be confirmed to you by the Superglass Customer Service Team.
**ORDER AMENDMENTS**

In order to meet changing customer requirements, amendments to your order can be made up to 72 hours before the agreed delivery date. These amendments should be communicated in writing and clearly marked as an amendment to prevent duplication.

**ORDER CANCELLATION**

Cancellations should be requested in writing, with acknowledgment received before 8:30am and 5pm. Superglass reserves the right to charge a fee if the cancellation is received less than 72 hours before the scheduled delivery.

**RETURN OF NON-DAMAGED GOODS**

Orders of non-damaged goods can be returned within 28 working days following delivery. Superglass may accept returns under the following conditions:

- The goods were purchased directly from Superglass.
- The goods are in clean original packaging with labels attached.
- The goods are in a saleable condition and are palletised.
- The goods are within the standard product range.

A restocking fee of 25% of the original invoice price and any cost of haulage will apply. Credits will only be issued after inspection by Superglass. Any returned goods deemed unsuitable for resale will incur further charges.

**RETURN OF INCORRECT OR FAULTY PRODUCT**

Upon delivery, any defects or visible damage to the products must be recorded and communicated to the Superglass Customer Service Team. Quality claims for hidden defects not obvious on delivery should be communicated via email. The process follows our Terms and Conditions of Sale. Returns will be settled via credit note only.
To ensure that an order is processed correctly and efficiently, all orders should be emailed to sales@superglass.co.uk and must contain:

- Your purchase order (PO) number.
- Full delivery address including postcode:
  - All sites must be able to accept articulated vehicles or requested specific vehicle.
  - All sites should have suitable off loading facilities.
- All site restrictions and special instructions.
- Site contact name and telephone number.
- Specific vehicle required. (See options available in Specialist Vehicle Types section)
- Product code and description.
- Requested quantities.
- Correct price – include deal ID if applicable.
- All transport and additional charges.
- Name, contact number and email address of person placing the order.

If your purchase order does not contain the details above please be aware that it may result in a delay to the processing of the order. Orders will be confirmed by way of an order acknowledgement sent via email. Please check the order acknowledgment is correct and notify the Customer Service Team of any discrepancies.

The minimum CARRIAGE PAID order value is £10,000. Orders below minimum carriage paid value will attract a carriage surcharge as follows:

- Minimum order value £500 to £9,999 at £100.00 per pallet

We are unable to accept orders below net £500.

All deliveries will be made only to the nearest convenient point of site work on safe, hard ground.

Standard Delivery Times (Mainland UK) = 5-7 WORKING DAYS
Standard Delivery Times (Northern Ireland & Republic of Ireland) = 10-12 WORKING DAYS
Next Day Delivery = PRICE ON APPLICATION (Subject to availability)

Delivery Dates & Times
All delivery dates and times are estimates only. Despite our best efforts there may be times where we cannot deliver, if this happens we will not accept liability for any direct, indirect or consequential loss.
ORDER AMENDMENTS

We accept that our customer requirements will change and you may need to amend your order after it has been placed. Amendments will be considered up to 72 hours before the agreed delivery date, should be confirmed in writing and clearly marked as an amendment to prevent duplication.

ORDER CANCELLATION

Superglass reserves the right to charge a cancellation fee if your order is cancelled less than 72 hours before the scheduled delivery date. These charges will include administration, handling and haulage charges if the goods have already left the site. Please note that we must receive the cancellation in writing between the hours of 8.30am and 5pm.

RETURN OF NON-DAMAGED GOODS

Orders of standard products can be fully or partially returned up to a maximum of 28 working days following the delivery.

Superglass may accept the return of goods under the following conditions:

- The goods were purchased directly from Superglass.
- The goods are in clean original packaging with labels attached.
- The goods are in a saleable condition and are palletised.
- The goods are within the standard product range.

A standard restocking charge of 25% of the original invoice price and any cost of haulage will apply. Any credits due will only be issued once Superglass have fully inspected the goods. If upon return quality inspection the goods are deemed unfit for resale further charges will apply. The customer is responsible for arranging the return of non-damaged goods, and will be liable for the cost of return. Returns will be settled via credit note only.

RETURN OF INCORRECT OR FAULTY PRODUCT

Upon delivery of the goods any defects or visible damage to the products must be recorded on the delivery note and signed by both the customer and the delivery driver. The Superglass Customer Service Team should be notified either by email. Quality claims for ‘hidden defects’ not apparent on delivery should follow the process set out in our Terms and Conditions of Sale. The collection time for the returns will be confirmed by the Customer Service Team.