



Polar Bear Windows Complaints Procedure

If you have a complaint we want to know **as soon as possible** to help us put things right promptly.

Contact our Offices with your details and a description of your problem. We are here for you from 9am to 5pm Monday-Friday and from 9am to 1pm Saturday :

Call us: 0800 078 7449 / 0117 327 0127

Email us: sales@pbwl.co.uk

Write to us: Polar Bear Windows Limited, Customer Services, Jarretts Garden Centre, The Park, Willsbridge, Bristol BS30 6EE

However you contact us, we will :

- Let you know we have received your query
- Tell you who will be responsible for investigating along with their contact details
- Endeavour to return phone calls and emails within one working day
- Do everything we can to resolve things as quickly as possible
- Do what we can to attend within fourteen days if a visit to your property is needed
- Keep you regularly informed of progress throughout

Polar Bear Windows Limited are accredited members of The DGCOS (The Double Glazing & Conservatory Quality Assurance Ombudsman Scheme), The QANW (Quality Assured National Warranties) and The UK Trades confederation.

In the unlikely event of a complaint arising where we cannot resolve the issue using our own complaints procedure, as a Which? Trusted trader we use Ombudsman Services Ltd for dispute resolution. Should you wish to refer the complaint to them, please contact Which? Trusted Traders in the first instance on 0117 981 2929.

Polar Bear Windows Ltd Jarretts Garden Centre, Bath Road, Willsbridge, Bristol, BS30 6EE

Tel: 0117 3270127