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## **Complaints and Returns Policy**

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Swish Building Products operates under a World Class Manufacturing regime that promotes quality management by all staff at all stages of the production and delivery process.

In addition, Swish has operated under ISO9001 quality management certification for many years. It is important to Swish that its stockists and their customers should receive a consistently high quality of product that allows the supply and installation chain to operate without interruption.

Swish recognises that, despite the company's emphasis on quality, there can be instances where, product quality or service may not meet customer expectations.

It is the policy of Swish Building Products:

- To maintain a fully documented and traceable complaints and returns system.
- To investigate all complaints in an efficient and timely manner.
- To ensure that all issues are thoroughly investigated, and a solution applied to both the product and all affected processes including:
  - Quality maintenance during production
  - Product packaging
  - Product security during transportation
- To ensure that all complaints reach a resolution that is communicated to the customer.

**STUART HUDSON**  
**Managing Director**