



KING & STEVENS LTD

HIRE · SERVICE · SALES



Cowfold Road, West Grinstead, West Sussex, RH13 8LY

TEL: 01403-864487

EMAIL hire@kingandstevens.co.uk

WEBSITE www.kingandstevens.co.uk

V.A.T. No. 704 5713 52

Complaints Procedure for Sale and Hire of Goods

1. Introduction

We aim to provide excellent service and ensure that our customers are satisfied with the goods and services we offer. However, if you are not happy with your purchase or hire, we encourage you to let us know so we can resolve the issue quickly and fairly.

This procedure outlines the steps you can take to make a complaint and how we will handle your complaint in accordance with UK consumer law.

2. How to Make a Complaint

If you are dissatisfied with the goods you have purchased or hired, please follow these steps:

- **Step 1: Contact Us**
 - You can make a complaint by contacting our customer service team at:
 - **Phone:** 01403864487
 - **Email:** hire@kingandstevens.co.uk
 - **Postal Address:** Cowfold Road, West Grinstead, West Sussex, RH13 8LY
 - Please provide details about the goods, including:
 - The item(s) in question
 - Date of purchase/hire
 - Nature of the complaint (e.g., faulty, damaged, not as described)
 - Any supporting documentation (e.g., receipt, hire agreement, photos)
- **Step 2: Acknowledgment of Your Complaint**
 - We will acknowledge receipt of your complaint within 2 weeks/14 days.
 - You will be informed of the next steps, including an estimated time frame for resolving the issue.

3. How We Handle Your Complaint

- **Step 1: Investigate the Complaint**
 - We will investigate your complaint as soon as possible. This may include checking the product, reviewing any reports, or liaising with suppliers or manufacturers if necessary.
- **Step 2: Resolution**
 - We will offer a resolution based on your complaint, which may include:
 - **Repair or replacement** (if the item is faulty)
 - **Refund** (if the item cannot be repaired or replaced, or if the hire agreement terms allow)
 - **Discount** (if the goods are partially unsatisfactory)
 - If we cannot resolve the issue within 30 days, we will inform you of the delay and provide an updated timeline.

4. Your Rights Under the Consumer Rights Act 2015

As a consumer, you have the following rights under UK law:

- **Goods must be of satisfactory quality, fit for purpose, and as described.** If your goods are faulty, damaged, or not as expected, you are entitled to a remedy.
- **Right to a Refund:** If the goods are faulty, you have the right to request a full refund within 30 days of purchase.
- **Right to Repair or Replacement:** If the goods are faulty but more than 30 days old, you are entitled to request a repair or replacement. In some cases, you may be entitled to a price reduction or refund.
- **Right to Cancel Hire Agreement:** If you have hired goods and they are faulty, you have the right to cancel the hire agreement and request a refund or replacement.

5. Escalating a Complaint

If you are not satisfied with the resolution offered, you can escalate the complaint by:

- **Step 1: Internal Review**
 - Request an internal review of the complaint by a senior member of our team. We will review the decision and get back to you within 2 weeks/14 days.
- **Step 2: Alternative Dispute Resolution (ADR)**
 - If you are still not satisfied, you can contact an independent third party for mediation through ADR. This could be an industry body or an Ombudsman service. We will provide details of any relevant schemes upon request.
- **Step 3: Legal Action**
 - As a last resort, you may wish to take legal action. You can contact your local Citizens Advice Bureau or a legal professional for advice on how to proceed.