



Supreme

FLOOR BEAM PROMISE

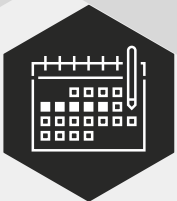
10 STEPS TO SELLING MORE TOGETHER



1: WE WILL RESPOND TO ENQUIRIES WITHIN **1 WORKING DAY**.



6: WE WILL PROVIDE A **CONSISTENT, HELPFUL** EXPERIENCE AT ALL OF OUR CUSTOMER TOUCH POINTS.



2: WE WILL ENSURE A RELIABLE DELIVERY ON TIME, IN FULL WITHIN **5-7 DAYS**.



7: WE WILL **LISTEN TO OUR CUSTOMERS** AND BY REVIEWING OUR SATISFACTION SURVEYS, WE WILL DELIVER A GREAT CUSTOMER EXPERIENCE.



3: WE WILL ENSURE **CONTINUITY OF SUPPLY** WITH NO IMPACT ON LEAD TIMES.



8: ALL CALLS WILL BE ANSWERED WITHIN **6 RINGS**.



4: ALL DELIVERIES WILL BE GIVEN VERBAL CONFIRMATION **48 HOURS** BEFORE THE DELIVERY DATE.



9: WE WILL ALWAYS **VALUE** YOUR BUSINESS.



5: WE WILL HOLD A **FULL RANGE** OF STANDARD FLOOR BEAMS IN STOCK AT ALL TIMES.



10: WE WILL ALWAYS PROVIDE **DEDICATED CONTACTS** FOR CUSTOMER SERVICE, DESIGN, TECHNICAL AND TRANSPORT ENQUIRIES.



MARKET LEADING SERVICE OR YOUR MONEY BACK*

*Must be claimed within 7 days of service. Subject to investigation and review and can only be requested once by any person / company. Our decision is final.

GENERAL ORDERS / ENQUIRIES / FLOOR BEAMS DESIGN & SUPPLY ENQUIRIES:

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