masterframe®
SASH WINDOWS

Customer Service Charter

Our Customer Service Charter defines the standards you can expect from us at every stage of your journey - from initial enquiry and specification, through order processing and delivery, to long-term aftercare support.

As a manufacturer of premium PVC-U Sliding Sash Windows, we are committed to delivering not only exceptional products, but an equally exceptional service experience.

Our Core Principles

Reliability - We do what we say we will do.

We commit to delivering orders On Time and In Full wherever possible, supported by robust production planning and transparent lead times. Should challenges arise, we communicate early and clearly to minimise disruption to your project.

Accuracy – Right first time is our standard.

From quotation to manufacture, we focus on accuracy and attention to detail, reducing the need for rework and aftersales intervention. Our order validation processes and experienced team help ensure your products are manufactured exactly as specified.

Partnership – We see our customers as partners.

We work collaboratively to help you deliver high-quality installations and outstanding service to your own customers, offering advice, technical expertise and ongoing support whenever needed.

Our Service Commitments

Expert Technical Support - Our experienced technical team is available throughout your projecting, including:

- Planning and conservation application support
- Surveying guidance
- Installation queries and best-practice guidance
- Bespoke CAD drawings for complex or non-standard requirements

Professional Quotation and Order Processing

- All quotations and orders are handled by an experienced and knowledgeable processing team.
- Clear, accurate documentation to ensure full visibility of specification
- Thorough order checks to minimise errors and delays

Tel: 01376 510410
Email: customercare@masterframe.co.uk
4 Critall Road, Witham, Essex CM8 3DR

www.masterframesashwindows.co.uk

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Dedicated Customer Service and Aftercare

- Access to a dedicated customer service team who understand your products and projects.
- Support from our skilled service engineer to assist with technical or site-based issues.
- Structured aftercare support, including clear processes for service requests, remedial works and product guidance, ensuring long-term performance and peace of mind

Consistency of Quality

- All products manufactured to consistent, repeatable European, British and industry standards using controlled processes and quality checks.
- Continuous monitoring of manufacturing performance to maintain the highest levels of finish and functionality
- Our range is also third party tested, annually audited and certificated, to ensure that these top level standards are maintained.

Our Commitment to Continuous Improvement

We actively monitor performance, customer feedback and aftersales data, manufacturing data including all rework data and quality inspection data to identify the route cause of any anomalies, allowing us continually improve our products and service. Our goal is not only to meet expectations, but to exceed them - consistently and reliably.

Reliability

Expert Support

True Partnership

Dedicated Aftercare

Clear Communications

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