



Customer Care Policy Statement

We recognise that long term repeat business relationships with our customers is fundamental to the continued success of DMH Interiors Limited. Developing strong relationships with our customers can lead to loyal clients, positive reviews, and increased sales.

Our main aims and objectives to maintain these relationships are as follows:

- Understanding our customers is the key to a profitable business
- We will manage our customers' expectations to give them the service that is expected
- Our aim is for our customers to value the service we provide as highly as we value their business
- Ensure that we understand and meet the priorities of our customers
- Maintain a positive attitude
- Share information and always be open and honest
- To deliver a level of service that exceeds our customers' expectations
- Measure the customers' satisfaction with our service
- Provide communication links and systems at all appropriate levels to maximise responsiveness and co-operation
- Respond to customer feedback to provide an improved level of service

We recognise that a major benefit to our customers is to provide them with a project delivery free from complaints, within timeframes specified and within budget. It becomes incumbent upon DMH Interiors Limited to ensure this happens.

At DMH Interiors Limited we are committed to providing a level of care that exceeds industry current standards.

D M Hancock

Darren Hancock
Managing Director
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