



OUR CUSTOMER CHARTER

**Jacksons
Fencing** 
APPROVED INSTALLER



Our Approved Installer Customer Charter establishes a code of conduct for our Approved Installers to outline what your expectations should be of them.

Jacksons Fencing's Approved Installer Scheme is our network of independent companies that have been vetted by us to officially install our products. Each company that joins is continuously monitored throughout their participation to ensure they are adhering to our customer charter. By becoming a member of the scheme, this does not make them employed by H.S. Jackson & Son Fencing Limited. Once you choose to use a Jacksons Fencing Approved Installer, your contract for supply and installation is with the installer and their company.

We expect our Approved Installers to adhere to our customer charter and will support our Approved Installers throughout your installation wherever needed.

 **The Jacksons Approved Installer will:**

1. Deal with all customers in a professional, lawful, and ethical manner, maintaining the highest levels of customer service from first contact all the way through to completion.
2. Visit and accurately measure the site before selecting the right Jacksons Fencing product(s) to meet the customer's requirements.
3. Provide the customer with a detailed estimate covering the work required and a schedule for payments.
4. Maintain all necessary work skills and knowledge; accept responsibility for the actions of employees, subcontractors, and others appointed by the Approved Installer.
5. Maintain all necessary registrations, licences and public liability insurance.
6. All Jacksons' Approved Installers are independent companies, approved by but not part of H.S. Jackson & Son Fencing Limited, so your contract for the supply and installation of Jacksons' fencing, materials, and gates is with the installer; giving you the reassurance of dealing with a reputable local company backed by the quality assessment and procedures of a national brand.
7. Maintain all necessary registrations, licences and public liability insurance.
8. Ensure all installations are carried out in compliance with the terms and conditions of the Jacksons Fencing Jakcure® 25 Year Guarantee.
9. Offer the Approved Installer 12-month guarantee on workmanship of installation. This includes addressing any snagging issues in a timely manner.
10. Work competently and responsibly throughout the duration of the project.
11. Leave the site clean and tidy throughout the duration of the contract.
12. Keep a good level of communication with the customer throughout the installation process, convey any delays or problems.
13. Ensure the customer is always satisfied.

Upon completion, please register your guarantee by using our online form that can be found at www.jacksons-fencing.co.uk/ai