

# Accent

Like most businesses, we know that our success lies in us continuing to deliver excellent service to you, our customer. Our customer service charter sets out our commitment to provide you, our customer, with the service you can expect and to exceed your expectations. We call this our striving to deliver “*best imaginable service.*”

## Who we are and what we do ?

We are an Australian owned manufacturer of high-quality aluminium windows and doors that have the needs of our customers and stakeholders at the forefront of everything we do. We provide consistently high-quality products and take pride in having served our Victorian customers for the past 35 years from our head-office and show-room in Bayswater North. We are a modern and forward-thinking company that was founded on old fashion family values and we stay at the forefront of cutting edge research and strategic innovation in the markets we serve.

## Accent's Values

In our dealings with you we will be professional and understanding. We commit that our team will individually and collectively uphold our Values:

- Respect for all
- Committed to Service Excellence
- Quality work
- Accountable
- Honesty
- Ethical

## Who use our services ?

Australian businesses and consumers who want quality service and support when purchasing Aluminium windows.

# Our Customer Service Principles

## *Responsiveness*

- We will respond promptly to your enquiries through our phone and web service,
- We aim to respond to phone enquiries and emails within one working day - and mail correspondence within 5 working days
- We will provide accurate and up to date quotations and design advice when you need it.
- If something is not to your satisfaction, we will attend to it immediately.

## *Quality service*

- Our people understand your requirements because of their extensive experience with business and end-user customers alike.
- We will help you to make informed, environmentally sustainable and energy efficient decisions.
- We aim to tailor our response to your requirements
- If things go wrong, as they sometimes do in a human centred business, we will fix it immediately in a 'no-fuss' manner.

## *Professionalism*

- Our business dealings with you will be conducted with **Respect, Integrity** and **Honesty** at all times,
- Our people will focus on helping you find customised solutions to your needs,
- Our people will be accountable in their dealings with you.

## *If you use our web services you can expect:*

- To contact us when and where it is convenient for you - with social media and click to chat support for your added convenience
- The website will be easy to use, with intuitive navigations and customised content so you can quickly find what you need,
- That you can access our information using any device, any time
- If you sign up to receive our information, to always have the option to unsubscribe.

## *If you deal with us face-to-face at our Head-office and show room, you can expect:*

- We will acknowledge you upon 30 seconds in a warm and friendly manner upon entering our showroom,
- We will always help you to make an informed decision,
- We will provide you with brochures and manufacturing specifications about our quality products,
- We will tell you upfront about the time it will take to manufacture and/or install our products on your property, our payment terms and processes.

### ***When we install our products into your home or commercial premises:-***

- We will let you know in advance about the date and time that we will arrive,
- We will ensure that our staff are appropriately dressed and are polite and well mannered at all times,
- We will vacuum and clean-up after ourselves and leave the work area free of any dirt, dust and remnants,
- We will treat your premises and all that occupy it with respect.

### ***After doing business with us:***

- We will send you a short survey seeking your feedback on what we did well and what we can improve upon.
- If you are happy with our service, we will be very grateful when you refer us to your family, friends and colleagues.

## **Feedback – compliments, complaints, suggestions**

Feedback includes compliments, complaints, suggestions or any information about our products, delivery, services or performance.

You can provide feedback using our [Online Feedback Form](#) (hyperlink) or by calling us on 03-9034 7270.

Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it.

## **Contact us**

Web: [www.accentwindows.com.au](http://www.accentwindows.com.au)

Phone: 03-9034 7270

### **Business hours:**

Mon–Thur 7.00am to 4.30pm

Friday 8.00am – 2.00am

Saturday 8.00am – 12.00pm

Location:

Factory 5 Diligent Drive

Bayswater North