

customer service pack

alpro®

*Commitment to
Excellence*

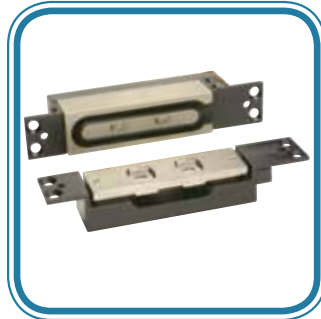


Product Range

Alpro Architectural Hardware is committed to excellence. This customer service pack sets out the standard of service we aim to deliver to our customers at all times.



Electric Strikes



Compact Shearlocks



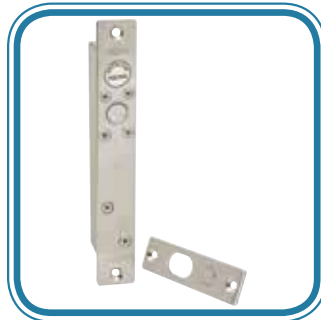
Cabinet Locks



Waterproof Keypads



Deadlocking Bolts



Mini Electric Bolts



Proximity Switches



Deadlocks



Deadlatches



Vortex Magnets



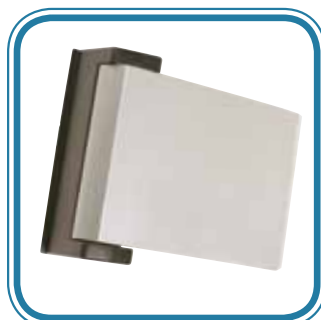
Transom Closers



Exit Switches



Handles



Paddle Handles



Flushbolts



Lock Accessories

Internal Sales

- 1 Every telephone call is important to us, we will endeavour to answer your call within a minimum of 3 rings and will ensure return calls are made promptly.
- 2 We will always be polite and professional to our customers.
- 3 We will always provide our customers with accurate and honest answers, we will not give the customer information we know is not accurate.
- 4 We will always ensure that any outstanding telephone calls are progressed promptly.
- 5 We will always ensure that all orders received from customers are processed immediately and if any questions or queries arise, we will deal with them in a professional and speedy manner.
- 6 We will always ensure that we manage customer expectations.
- 7 We will always strive to improve and or exceed our service standards and we will welcome any customer feedback.
- 8 We will always thank the customer for their call or enquiry and ask if there is anything further we can assist them with.

If for any reason the service levels you receive are not in line with the above standards please contact
Joanne Baldwin (Divisional Manager)
 on **01202 339556**
 Email: joanneb@alpro.co.uk

External Sales

- 1 When requested by our customers we will endeavour to make a visit within 2 working days from the date of the initial request. However if the customer needs immediate help we will (if possible) visit the same day.
- 2 We will always be polite and professional to our customers.
- 3 We will always provide our customers with accurate and honest answers, we will not give the customer information we know is not accurate.
- 4 We will always ensure that any outstanding telephone calls are progressed promptly.
- 5 We will always ensure that we manage customer expectations.
- 6 We will always strive to improve and or exceed our service standards and we will welcome any customer feedback.

If for any reason the service levels you receive are not in line with the above standards please contact
Peter Keen (Sales Director)
 on **07740 611068**
 Email: petek@alpro.co.uk

“Commitment to Excellence”

Deliveries

- 1 Stock items ordered before 3pm Monday - Thursday and 1pm Friday will be despatched the same day.
- 2 Alternative carriage services are available upon request at an additional cost. Please contact our sales office for details.
- 3 Alpro endeavours to ensure that stock of all consistently sold items is available at all times. However in certain situations items may require extended lead times. We will ensure that these delivery periods are kept to a minimum and will keep the customer informed of progress.
- 4 Delivery periods for special or non-standard items will be confirmed once the initial requirement is known and agreed with the customer and this information will be confirmed to the customer in writing.
- 5 All orders placed are subject to our terms and conditions which are shown on page 7.
- 6 All orders are accepted on the basis of 30 day net payment terms unless agreed otherwise.

Returns Procedure

- 1 Customer to contact the Alpro sales office to obtain a service call number. This number is required as authorisation for the suspect goods to be returned.
- 2 Alpro will then arrange for the goods to be collected. The customer needs to ensure that the goods are suitably packed to ensure no damage can occur during the returned transit to Alpro. Please Note that collection charges may be applied if the collection agency attempts to collect the goods and they are not ready for despatch.
- 3 The returned product will then be inspected by Alpro and if the product is found to be faulty a free of charge replacement will be despatched.
- 4 If upon inspection by Alpro the product is deemed fit for use and no fault is found the product will be returned to the customer, along with a report of the inspection. A delivery charge will also be applied for the returned carriage.
- 5 If upon inspection by Alpro the product is deemed to have been damaged rather than faulty the product will be returned along with an inspection report and a delivery charge will be made for the returned carriage.
- 6 Alpro will inspect returned product within 7 working days of receipt of product.

PLEASE NOTE

Where a product has been purchased through a recognised distributor, the faulty product should be returned in the first instance to the distributor in question.

Enquiries

If you need help with any of the following areas please contact our sales office

- Availability of products
- Outstanding orders
- Delivery dates
- Despatch dates
- Special delivery requirements
- Shortages
- Incorrect products
- Returned products

Contacts

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Sales Director

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Sales Co-ordinator

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Claire Richens

Sales Co-ordinator

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Warranty

- 1 Alpro endeavours to supply quality products every time to our customers. These products should be free of defects in materials and workmanship for the period stated on the relevant literature.
- 2 If problems do occur Alpro operate a return to base warranty and details of the returns procedure can be found on page 4.
- 3 The warranty for the product lies with the customer who originally purchased the product direct from Alpro and the warranty starts from the date of delivery received to the customer.
- 4 If the products are purchased through a recognised Alpro distributor the warranty period starts from the date of payment to that recognised distributor.
- 5 For full and further information on our guarantee's please see point 9 on our full terms and conditions on page 7.

Quality Policy

Alpro's success is built on our ability to provide customers with quality products and standards of service that meet or exceed their expectations.

We shall continue to be successful by:

- **Ensuring** that quality is everybody's responsibility
- **Maintaining** an environment in which teamwork and involvement results in continuous improvements in the way we work
- **Improving** our skills by effective training and development
- **Working** on our quality management system
- **Providing** our customers with the right products at the right time from our specialist suppliers

Our policy is to provide an unrivalled service by getting it right first time and every time thereafter.

Terms & Conditions

1. GENERAL

Orders are accepted by us only on the conditions mentioned below and these conditions over-ride and take the place of any other terms and conditions. No variation is admissible unless confirmed in writing by a Director of IEC Limited.

2. PRICES

Prices quoted are ex our stores with packaging and carriage extra. They are based on current labour, material and production costs, exchange rates, duty and freight and are subject to change without notice. We also reserve the right to adjust our prices in the event of any changes in specification. VAT is excluded and will be charged extra at the appropriate rate.

3. DELIVERY ESTIMATES

These are made in good faith. While we make every reasonable effort to fulfil them, such estimates are subject to unforeseen events, and if not maintained, shall not give rise to any claim.

4. SPECIAL MANUFACTURE

Goods specially manufactured are subject to a quantity variance of +20 percent.

5. CANCELLATION

Orders can be cancelled only with our prior written agreement and will be subject to such cancellation charges as we may specify.

6. PAYMENT – APPROVED ACCOUNTS ONLY

Net 30 days from date of invoice. Interest of 3% above Lloyds Bank Plc base rate is payable on amounts due for any period in excess of 30 days from date of invoice. This interest is due for the period from the 30th day until payment is received, both dates inclusive. In the event of non-payment we shall be entitled to either suspend deliveries, terminate any outstanding contracts, claim damages or breach of contract and/or pursue any other legal remedy.

7. RETENTION OF TITLE

- a) Ownership of the goods remains with us and will not pass to the buyer until the buyer has made payment for those goods, and any other goods we have supplied, in full.
- b) If the buyer is overdue in paying for any goods or if the buyer becomes insolvent or enters into receivership, administration or liquidation we may recover and resell them. We may enter the buyer's premises for this purpose and if necessary detach or remove the goods from other goods. This does not affect any of our other rights.

8. RISK

Risk of any loss, damage or deterioration of the goods shall pass to the buyer upon our delivery to their premises or upon the buyers (including their approved contractors) collection from our premises.

9. GUARANTEE

- a) We warrant that all goods supplied are as at the date of delivery free from defects in material or workmanship and from damage in accordance with the order for such goods as accepted by us but our liability under this warranty shall be limited to:
 - i) making good any damage or defects without charge by repair or replacement or at our absolute discretion
 - ii) refunding the purchase price paid by the buyer in respect of any goods which are satisfied were defective in material or workmanship or damaged at the time of delivery provided that

the conditions in sub-paragraph (b) are met; or
 iii) in the event of delivery errors or shortages, to the replacement or refund of the price paid for the goods ordered.

b) The conditions referred to above are:

- i) in the case of defective material or workmanship, notice has been given of such defect before the expiry of 6 calendar months after the date of delivery;
 - ii) in the case of delivery errors, shortages or damage to goods which are/is immediately obvious on inspection, notice has been given of the same within 5 working days after delivery of goods. In the case of damage, packaging materials must be retained and provided to us for inspection with the damaged goods;
 - iii) the goods are not in any worse condition than when delivered and have not been used other than in accordance with any recommendations made by us or the manufacturer.
- c) The warranty above is given in lieu of and shall be deemed to exclude other warranties and conditions whether express or implied and whether arising by common law statute or otherwise other than relating to title of the goods.
- d) Our liability of for any loss, injury or damage of any nature whatsoever (other than person injury or death caused by negligence) including liability for loss of profits or goodwill whether direct or consequential arising out of or in conjunction with any goods supplied under this contract shall be limited to and not exceed a sum equal to the purchase price of those goods in respect of which any claims arises.

10. SPECIFICATIONS AND DRAWINGS

Whilst we endeavour to ensure accuracy in descriptions, drawings, catalogues and other information no warranty is given in this respect and we shall not be liable for any errors.

11. ASSIGNMENTS

The buyer may not assign or transfer a contract made upon these Terms of Business. We reserve the right to assign part or all of any contract made upon these Terms of Business.

12. FORCE MAJEURE

We shall have no liability if the performance of our obligations is in any way prevented or adversely affect by war, flood, accident or trade dispute or any other cause beyond our reasonable control.

13. INTELLECTUAL PROPERTY RIGHTS

All intellectual property rights in any of our technical information, know how, drawings, expertise, formulae, specifications and products and other information disclosed to you by us, belongs and shall remain vested in us.

14. CONFIDENTIALITY

The buyer shall not at any time disclose to any third party any of the confidential technical information, know how, drawings, expertise, formulae, specifications and other information disclosed by us to you in relation to any contract concluded between us and you and the buyer shall use its best endeavours to keep the same confidential.

15. GOVERNING LAW

These terms and conditions shall be governed by English law and, unless otherwise agreed by us, all proceedings shall be brought in the English Courts.

16. THIRD PARTIES

No third parties are intended to have any rights to rely on or enforce these terms and conditions.

Our difference...



We are a family owned company founded in 1938 to supply quality mechanical components. Today we serve a broad band of industry with a wide range of quality products.

These are manufactured by companies of international repute who are each specialists in their own field.

We are approved to BS EN ISO 9001:2008.

We aim to provide the best in both products and service

- Experienced informative staff give fast, effective and friendly service.
- Technical support nationwide.
- Competitive and cost effective solutions.
- CAD design facility.
- Large stocks - same day despatch - Kanban and JIT deliveries.
- Modern technology combined with people.
- Listen, communicate - no surprises!
- Think long term - everlasting customers.



alpro®... the team that cares

Integrity • Expertise • Commitment

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