



COMPLAINTS

If at any time you are unhappy with our products or services we will do our very best to help you resolve this as soon as possible.

You can raise a complaint by contacting us on the following:

Phone 0800 612 5656 This number is free to call from a landline

Email: complaints@payasyougo carpets.com

If we are unable to resolve your complaint within 3 working days, we will:

- Confirm and acknowledge your complaint in writing.
- Endeavour to contact you within 48 hours of your contact with us.
- Work with you to reach a fair and amicable resolution.
- Keep you updated on the progress of your complaint by telephone, email or letter.
- Send a final response detailing our findings and resolution.

If you remain unhappy after receiving our final response letter, you may be able to refer your complaint to the Financial Ombudsman Service, provided that either

- You have received a final response letter and remain dissatisfied or
- 8 weeks have passed since you registered your complaint and we have not sent you a final response letter or
- It is less than 6 months since you received a final response letter.

You may contact the Financial Ombudsman Service by

Phone 0800 023 4567

Or write to them at

The Financial Ombudsman
Exchange Tower
London
E14 9SR