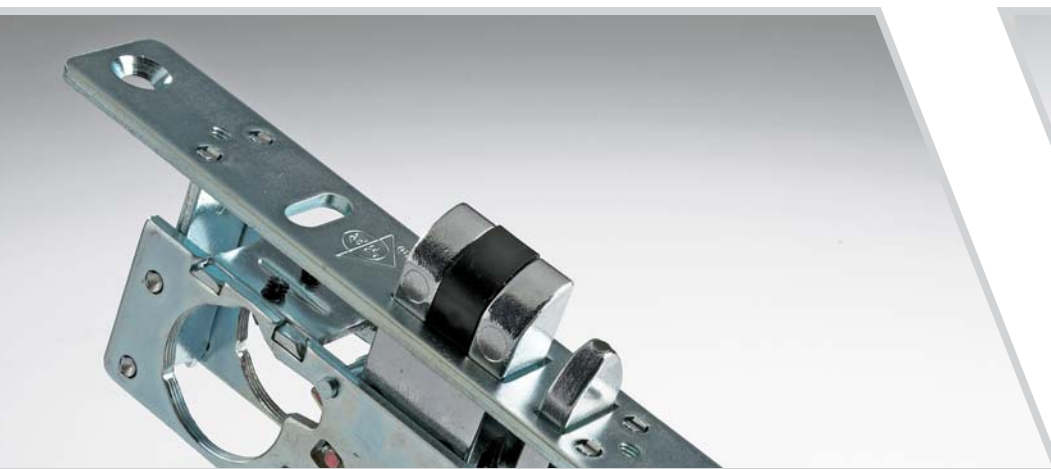




ASSA ABLOY



**> Customer Service
Information Pack**



MEET THE TEAM



ASSA ABLOY

Our friendly and professional customer service team are committed to providing you with an excellent service.

Customer Service - Operations Manager

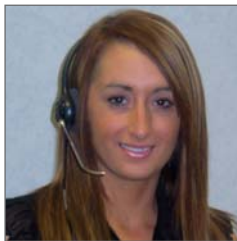


Rob Read
01902 867140

Customer Service Contacts



Lauren Byrne
Customer Service
Advisor



Katie Harrison
Customer Service
Advisor



Kirsty McClung
Customer Service
Advisor



Kay Roles
Technical Advisor



Val Baxter
Customer Service
Supervisor



Eleanor McDonald
Customer Service
Advisor



Barbara Smith
Customer Service
Advisor

Technical Line 0845 873 4837
Customer Service Tel 0845 873 4838
Customer Service Fax 0845 873 4839

CUSTOMER SERVICE CHARTER

We are committed to delivering quality service to our customers. Our customer service charter sets the standard of service we aim to provide at all times.



1. Every call must 'Hug the Customer'
2. Always be polite and professional to our internal and external customers
3. Answer incoming calls within 6 seconds and return all calls within 1 hour
4. Always take ownership of the customer and provide accurate information to them
5. Progress outstanding non telephone queries within one hour
6. Process all orders immediately and communicate with the customer on a regular basis to manage their expectations
7. Continuously strive to improve and exceed our service standards and welcome customer feedback
8. Always thank the customer for their call/time and ask if you can help them with anything else

"Delighting All of Our Customers All of the Time"

If at any time you feel you are not experiencing the above standard of service please contact Rob Read (Customer Service-Operations Manager) on 01902 867140



Stock items will be scheduled for delivery within a 72 hour time frame.

Premium next day deliveries are available upon request at an additional cost. Please contact Customer Services for details.

Adams Rite Europe Limited reserves the right to provide an extended lead time for high volume quantities of individual products.

System House Deliveries

Orders will be scheduled for delivery to suit your requirements.

Delivery Dates and Availability

Adams Rite Europe Limited endeavors to maintain stock levels of all consistently sold products.

All delivery dates quoted by Customer Service are approximate, based on the expected delivery to us from our factories.

All stock availability is subject to remaining unsold.

Enquires

If you wish to enquire about any of the following please contact Customer Services.

- Availability of products
- Outstanding Orders
- Delivery dates
- Dispatch dates
- Special delivery arrangements
- Shortages
- Incorrect supply

Channel	Job Title	Area	Tel No:
System Houses			
Tim Almond	Business Development Manager	UK	07767 340860
Fabricators and OEM			
Adam Brand	National Sales Manager	UK	07976 450257
Ron Stone	Regional Sales Manager	Central & Wales	07850 931639
Richard Lawes	Regional Sales Manager	South	07879 437434
Steve Rigby	Regional Sales Manager	North	07771 563972
Trade Direct			
Paul Johnson <i>Dip GAI</i>	Commercial Manager	UK & Ireland	07768 647852
Glynn Davies <i>Dip GAI</i>	Regional Sales Manager	South West	07768 647866
Simon Wilson <i>Dip GAI</i>	Regional Sales Manager	North	07717 735044
Stephen King <i>Dip GAI</i>	Regional Sales Manager	South East	07768 577840
Barry Harris	Regional Sales Manager	Scotland	07825 601727
Ian Chapman <i>Dip GAI</i>	Regional Sales Manager	Midlands	07880 783663
Wholesale			
Eryl Jones	Commercial Manager	UK & Ireland	07824 491310
Wayne Harris	National Accounts Manager	UK	07824 492199
Marketing			
Tina Ainsworth	Head of Marketing	UK	07825 534244
Hayley Byrne	Marketing Assistant	UK	01902 867180

Adams Rite logos and product images can be obtained from the link below.

www.adamsrite.info

For more information please email Hayley Byrne at hayley.byrne@uniononline.co.uk.

PROCEDURE FOR RETURN OF FAULTY/INCORRECT GOODS



ASSA ABLOY



1. No returns will be accepted back in to the business without first obtaining a customer concern number. Where possible please provide as much information as possible and fax details to the following number; Adams Rite 0845 873 4839. The Customer Service team could also direct enter a concern but they must be provided with either an invoice, despatch or acknowledgement number.
2. If it is agreed that the product should be returned you will be sent a returned product authorisation note number (RPAN). This RPAN note must be returned together with the products in question. If this RPAN note is not returned with the goods we will be unable to track within our customer concerns system and this will result in a delay in processing your query.
3. For large quantities of product our carrier will uplift and for smaller quantities we will provide a postage paid label.
4. If appropriate, chargeable replacements may be organised by the Adams Rite Customer Service team. Payment for replacements should be made as per our normal Terms and Conditions of sale.
5. For each item returned our Quality Concerns team will conduct a full investigation of all the problems specified within the original concern. Where possible we will endeavour to repair the faulty items. Once repaired, these will then be returned. Please be aware there may be a charge incurred for this process. When the investigation has been completed and we can find no fault with the product or that the item may have been deliberately damaged these will be returned at your expense.
6. For product which is damaged or for which it is uneconomical to repair, a new replacement item can be requested which will be charged at our list price less your discount.
7. If any fault is found with these returned products we will endeavour to either issue a credit note against your account for the relevant value within 20 working days or supply free of charge replacements.

FAX For the Attention of: Fax No:

Returned Product Authorisation Note



Adams Rite, The Meadows, Cannock Road, Wolverhampton WV10 ORR

Please prepare items for collection in suitable packaging with a copy of this note attached to the outside.

Please ensure goods are available for collection by our carrier within 5 days of receipt of this note. This will help us in processing this concern swiftly and implementing preventative actions to prevent a re occurrence of this problem. Failure to do so could result in the concern being cancelled. If you have any problems in meeting this request please contact Customer Services on 44 (0) 1902 366911.

Concern No: _____ Reason: _____
Customer No: _____
Name: _____ Date Raised: _____
Address: _____ Debit Note No: _____

Order No: _____

Invoice No: _____

Phone No: _____
Post Code: _____ Raised by: _____

Products

Product	Description	Qty
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Collected by

PRINT: _____ SIGN: _____ DATE: _____



Account holders only should make cheques payable to Adams Rite Europe Ltd

Other methods of payment for account and non account holders are -

Credit and debit card

BACS payment

CHAPS payment

Our bank details are as follows:

Bank Name: Skandinaviska Enskilda Banken

Bank Address: Scandinavian House
2 Cannon Street
London
EC4M 6XX

Sort Code: 40-48-65

Account Number: 23177009

Account Name: Adams Rte Europe Limited

If you have any queries about making payments please contact:

Tina Hughes

T: 01902 364018

F: 01902 364008

Or email - credit-control@assaabloyuk.com

1. GENERAL

The word "Seller" means Adams Rite Europe Limited. All offers and quotations are made without obligation and all orders for the Seller's products ("the Products") are subject to acceptance or rejection by the Seller. The Seller's acceptance of the Buyer's order is conditional on the Buyer's acceptance of these terms and conditions to the exclusion of all others and the Buyer on placing an order is presumed to have accepted these terms and conditions with modification. The Seller reserves the right to correct accidental errors or omissions on quotations, or acknowledgments or invoices.

2. PRICES

The Seller's prices for the Product are exclusive of VAT (where applicable) and, unless otherwise specified, are quoted ex-seller's works in the United Kingdom. All prices are subject to alteration without notice and the price applicable shall be that ruling at the date of despatch. The Buyer is responsible for the payment of all taxes and duties which may be assessed or levied on, or on account of, products sold to the Buyer and for all carriage charges.

3. PAYMENT

The net amount shown on the invoice is due within thirty days of the date on the invoice. All payments shall be made in currency stated on the applicable invoice for the relevant Products. Interest at the rate of two per cent per month will be charged on all overdue payments.

4. PROPERTY AND RISK

4.1 Payment shall be made by the Buyer strictly in accordance with the terms specified in these Terms and Conditions of Sale and in the event of the Buyer failing to make a payment in accordance with such terms the Seller shall be entitled to all remedies competent to him at law, including stoppage of the goods in transit, and shall further be entitled at his option to cancel or refuse to deliver any other orders by the Buyer or any further instalments of the order then outstanding. Payment shall be due immediately upon the Buyer's insolvency or going into liquidation (including as defined in the insolvency Act 1986, S.247(1) and (2) respectively) or into Administrative receivership.

4.2 Property in the Products shall pass to the Buyer until the Seller has been paid in full for the Products comprised in the order and any order of the Buyer.

4.3 Further and separately, if the Buyer purports to sell the Products or any part of them before paying the Seller in full for all Products comprised in the order and any other order of the Buyer the Buyer shall hold the proceeds of such a sale as trustee for the Seller.

4.4 Nothing contained in this Clause 4 confers any right on the Buyer to return Products to the Seller or to refuse or delay payment therefor.

4.5 Risk in the Product shall pass to the Buyer on the date of despatch thereof to the Buyer.

4.6 Further and separately, until the property in the Products has passed to the Buyer, the Buyer shall store the Products in a proper manner without charge in such a way as to show clearly that they are the property of the Seller.

4.7 Further and separately, until property in the Products has passed to the Buyer, the Seller may recover such Products at any time from the Buyer and for such purpose the Seller and/or its servants or agents may enter upon any land or building upon which the Products are situated.

4.8 Further and separately, upon the Buyer's insolvency or the Buyers going into liquidation (including as defined in the Insolvency Act 1986 S.247(1) and (2) respectively) or into Administrative Receivership and contract of sale between the Seller and the Buyer undischarged by the performance of either shall terminate automatically without the Seller's incurring any liability to the Buyer and without prejudice to the Seller's rights accrued up to date of the termination.

4.9 For the purposes of this condition, time shall be of the essence in relation to payment for the Product comprised in any order.

5. DESPATCH

Every effort will be made to deliver Products on time but any delivery date stated is an estimate only and the Seller shall no liability for any loss or damage caused by delay in delivery. non-delivery must be advised in writing within seven days of despatch date, otherwise the Seller will accept no responsibility. The Seller reserves the right to charge the Buyer any costs and expenses incurred by the seller as a result of any delay in delivery caused by circumstances within the control of the Buyer.

6. DESCRIPTION

All weights, measurements, dimensions, drawings, capacities, specifications and other particulars contained in photographs, catalogues, price lists or advertising material are only approximate. Such particulars do not form part of the Contract and deviations therefrom or subsequent changes in design are not grounds for non-acceptance of the Products and do not constitute a breach in the Contract.

7. PACKAGING

The Products are sold in non-returnable packaging unless the contrary is specifically stated. Export packaging is not included in the price and will be charged at cost.

8. DELIVERY BY INSTALMENTS

Any claims which the Buyer may have in respect of any one instalment shall not relieve the Buyer of the obligation to accept the remaining instalment or entitle the Buyer to cancel such instalment.

9. INSPECTION ON ARRIVAL

The Buyer shall inspect the Products immediately on delivery and shall notify the Seller and the carriers within three days of delivery of any loss, damage or discrepancy.

10. SELLER'S LIABILITY

(A) The Seller warrants to the Buyer that the products manufactured by it will be free from defects in materials and workmanship for a period of 3 years. Unless the contrary is specifically stated for specific Products by the Seller. The Seller's sole obligation to the Buyer under this warranty is, at the Seller's option the refund of the price charged by the Seller to the Buyer or the repair or replacement of any Products or parts thereof which, under normal use and proper maintenance, have proven defects in materials or workmanship. The warranty does not cover ordinary wear and tear, abuse, misuse, overloading, altered Products or Products which have not been installed, operated or maintained in accordance with the Seller's applicable written instructions. Upon the Seller's request, the Buyer will return all defective Products or parts to the Seller with proof of the date of delivery. The risk of loss of any Products or parts returned to the Seller will be on the Buyer. No claims under this warranty will be valid unless the Buyer notifies the Seller in writing within a reasonable time of the Buyer's discovery of such defect.

(B) Apart from its liability under the warranty contained in (A), the Seller shall have no liability under the Contract (so far as permitted by law) in negligence for loss or damage (whether direct or indirect) resulting from any defect in the Products.

(C) Any express or implied condition, statement or warranty, statutory or otherwise, not stated in these Conditions is hereby excluded.

11. RETURNED PRODUCTS AND CANCELLATIONS

No cancellation of any order is effective unless accepted by the Seller in writing, products returned without the Seller's written consent will not be accepted for credit. No returns or cancellations will be accepted except upon terms which will reimburse the Seller for all expenses and lost profits.

12. PATENTS

The Seller indemnifies the Buyer against loss arising from any claim that the Products infringe a third party's patents or other industrial property rights provided that the Buyer shall immediately notify the Seller of any such claim and that the Buyer shall have the sole conduct of any proceedings. The Buyer shall render assistance to the Seller in defending such claim at the Buyer's request and expense.

13. LAW

This Contract shall be governed by and construed in accordance with the laws of England.