



Our Customer Care Commitment

We are committed to providing our customers with high quality products and services that perform to specified requirements. We achieve this by ensuring that:

- Our staff are highly trained in all aspects of our custom manufactured joinery
- Our workmanship is always of the highest standard
- We only use the best materials and hardware available
- Professional and friendly advice is always available
- We strive to meet all agreed time-frames and deadlines
- We comply with or exceed all Australian standards for the building industry
- All materials and workmanship are guaranteed for 7 years
- We provide appropriate installation, care and maintenance instructions. When followed carefully, they enhance the appearance, effectiveness and longevity of our products

How you can help us to meet our commitment to you:

- Ensure all installation guide lines are strictly followed
- Ensure all finishing and cleaning guidelines are followed
- Ensure regular maintenance is carried out
- Complete our Owner's Service Call Checklist prior to lodging a service call with us
- Provide us with feedback on our service and product quality

www.dengatejoinery.com.au