

Qbitus Products Limited Complaint Handling Policy

Springwood Cornmill, Holywell Green, Halifax HX4 9ED

Tel: 01422 377775 Fax: 01422 311750 Email: sales@qbitus.co.uk

Qbitus Products Limited is committed to providing the highest levels of care and service to all our customers. If you are in any way dissatisfied with our products or service, then please let us know as soon as possible. This will help us to continually improve our service to you.

What to do if you have a complaint

Please contact us at the above address, detailing the nature of your complaint. We would ask you to provide your contact details, and indicate your preferred method of communication, e.g. telephone, email. We endeavour to provide goods and services which conform with consumer rights, but if there should be a problem, please contact us immediately you become aware of it on Tel: 01422 377775 or Email: sales@qbitus.co.uk. A copy of our complaints handling policy is provided herewith and can also be viewed or downloaded at www.qbitus.co.uk

If however, you are unhappy with the outcome of a complaint and have exhausted our complaints process, you can approach the British Healthcare Trades Association (BHTA) for mediation and ultimately arbitration and, as a member, we will participate in this process. BHTA can be contacted at: New Loom House, Suite 4.06, 101 Back Church Lane, London E1 1LU

Tel: 020 7702 2141 Email: complaints@bhta.co.uk Web: <http://www.bhta.net/home/complain.html>

Alternatively you can approach ADR provider The Retail Ombudsman at <http://www.tradingstandards.uk/advice/ADRApprovedBodies.cfm>

And we will participate if you do so, or visit the EU's online platform for dispute resolution at: <http://ec.europa.eu/consumers/odr/>

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Qbitus Products Limited Complaints Handling Policy

- Complaints can be made by letter, fax, email or telephone.
- We will acknowledge receipt of your complaint, using your preferred method of communication, within three working days.
- We take all complaints seriously and aim to address your concerns thoroughly, promptly and politely.
- Complaints in the first instance should be directed to a member of staff in the sales office at the above address, to enable us to look in to your complaint and explain what actions we can take to resolve your concerns. If you prefer, you may ask for the name of the manager and direct your complaint to them.
- We aim to resolve all customer complaints as quickly as possible. The length of time will depend on the issues involved. If it is not possible to reach a prompt conclusion, we will contact you with an explanation, and set out expected timescales by which matters should be resolved.
- Any correspondence will be treated in confidence. An exception will be made in the event that a third party is implicated by your complaint, and we need to discuss the details of your issue with them in order to reach a satisfactory conclusion.
- We aim to resolve all our customer complaints internally. If however, you are unhappy with the outcome of a complaint and have exhausted our complaints process, you can approach the British Healthcare Trades Association (BHTA) for mediation and ultimately arbitration and, as a member, we will participate in this process. BHTA can be contacted at: New Loom House, Suite 4.06, 101 Back Church Lane, London E1 1LU
Tel: 02077022141
Email: complaints@bhta.co. Web: <http://www.bhta.net/home/complain.html>

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