



Customer Charter

Thank you for choosing to place an order with Horning Marine Covers. We promise you great value, good quality products delivered to you. Horning Marine Covers provide an excellent customer service, we value your custom.

OUR PROMISE

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| We offer a friendly and personal service. | We deliver to your vessel on an agreed date. |
| We offer practical and inventive solutions. | We are easy to contact – call (number on the job sheet) or visit our work shop. |
| Our people are fully trained and Knowledgeable. | |
| We care about you and listen to your concerns. | email via our web site |
| Our friendly fitters are fully qualified. | www.horningmarinecovers.co.uk or send us a letter. |

HELP US TO HELP YOU

There are a few things you should know before your new canopy or upholstery arrives; Please keep your job sheet and invoice safe, you will need it later.

Please ensure we have your full address, two telephone numbers (one mobile if possible) and details of any issues to ensure a smooth delivery on the agreed date.

Please pay the balance of your order at least 7 days prior to your delivery.

We recommend to keep your old canopy or upholstery until your delivery has arrived safely.

Please call our office on 01692-631410 or 631411 two days before delivery to check if your goods will arrive in the morning or the afternoon (you will require your invoice for this).

Please check your goods on delivery and Sign satisfaction sheet.

PLEASE TAKE TIME TO READ THROUGH & SIGN THE FOLLOWING POINTS SO WE KNOW YOU ARE FULLY PREPARED.

Refunds: You have a 7 day cooling period to make any changes or cancel the order. Any changes or refunds after 7 days will be subject to a 10% cancellation fee.

Unfortunately we cannot accept changes or refunds after delivery.

If your delivery slot is lost due to late payments, changes to your order or no one being there at the time of your delivery and fitting we will be happy to rearrange a new delivery and fitting date after payment of an administration charge of 20% (up to maximum of £50)

This does not affect your statutory rights

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| HMC Rep. | Customer signature | Print name | Boat Name | Date / /2007 |
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