



HHI – Home Improvement Centres

NEWTOWNABBEY

144 Antrim Road
Glengormley
BT36 7QR

T: 028 9083 8343

E: newtownabbey@hhi-ni.com

W: www.hhi-ni.com

Your views are important to us and if we do not deliver to the highest standards of service you should expect, or if we make a mistake, we want to know. We will investigate your complaint and try to resolve the the problem as quickly as possible.

How We Handle Complaints.

Step 1

Please contact us at your earliest convenience with the following information:

- Your full name, address and telephone number.
- Details of any previous correspondence you've had with us.
- Details of your problem or complaint.

We will try to give you an answer there and then, but if this is not possible, we will take full details from you and arrange for the problem to be investigated.

You can always contact us in one of the following ways:

- In writing: Head Office, HHI, Unit 2 Ormonde Ave, Ballyhenry Road, BT36 5AT
- By phone: 02890 838343
- By email: customerservice@hhi-ni.com

Step 2

We will try to resolve your complaint straight away. However, if it requires a more in-depth investigation, then we will aim to give you our final response within four weeks. If for whatever reason this is not possible, we will contact you to explain the reasons why and let you know how long our investigations are likely to take.

Step 3

We hope that you'll never have to do this, but if you're not happy with the way we've handled your complaint, the outcome of it, or if eight weeks have passed and we have not sent you our final response, you may have the right to refer your case to the Financial Ombudsman Service.

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- In writing: Head Office, HHI, Unit 2 Ormonde Ave, Ballyhenry Road, BT36 5AT
- By phone: 02890 838343
- By email: customerservice@hhi-ni.com

Website: <http://www.financial-ombudsman.org.uk>

Please remember that you will need to refer your complaint to the Financial Ombudsman Service within six months of receiving our final response. If you have bought your purchase online, you can also register your complaints with the Online Dispute Resolution (external link) website, which has been set up by the European Commission.

• KITCHENS & APPLIANCES • BATHROOM REFURBISHMENTS • FASCIA, SOFFIT & GUTTERING • PVCU WINDOWS • COMPOSITE DOORS • PVC EXTERNAL WINDOW SILLS •
AND MUCH, MUCH MORE...

Company Name: SIG Trading (Ireland) Limited • Company number: 250221 • Registered Office: SIG House, Ballymount Retail Centre, Ballymount, Dublin 24, D24 ED81 • NI VAT NUMBER: GB487017333

BANGOR

T: 028 9127 4944

BELFAST

T: 028 9040 2204

COLERAINE

T: 028 7032 9060

NEWTOWNABBEY

T: 028 9083 8343

LISBURN

T: 028 9262 8511