



powell joinery

Specialist Joinery & Finishing

Complaints Procedure

At Powell Joinery we are committed to manufacturing and producing bespoke joinery items to a high standard. We pride ourselves on the quality of our work and the rigorous quality control we have in place.

We make every effort to ensure the items we manufacture leave our workshop in top condition.

Should you, as a customer, be unhappy with any element of the manufacturing process or with the service you receive from Powell Joinery, please contact us in the first instance via email and we will do our best to find a speedy and professional resolution.

It is our policy to take all complaints seriously and to work with you to come up with an agreed solution. We aim to respond initially to any query or complaint within 10 working days.

Complaints should be directed to Customer Services,

Via email to:

Info@powelljoinery.co.uk

Or post to:

Powell Joinery (Yorkshire) Ltd
Unit 6, Hopewell House Farm,
Hay-A-Park Lane,
Knaresborough,
HG5 0SN