

Complaints Procedure

At Powell Joinery Ltd 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, we will do our best to find a quick and professional resolve. It is our policy to take all complaints seriously and to work sympathetically with you to come up with a mutually agreed solution.

Complaints should be directed to Customer Services

Via email to:

info@powelljoinery.co.uk

Or post to:

Powell Joinery Ltd,
17 The Avenue,
Knaresborough,
HG5 0NL

We aim to respond initially to any query or complaint within 10 working days.

Updated 21st May 2021