



FRANKE

CUSTOMER CHARTER

Our Commitment to You

Our customers are at the centre of everything we do.

We are committed to delivering a trusted, high-quality service you can rely on. Our aim is to make every interaction simple and efficient, so you can feel supported at every stage of your journey with us.

This customer charter outlines the service standards you can expect from us to ensure you have a positive experience.



Smooth Ordering and Delivery



Standard delivery: **3–5 working days.**
We'll keep you updated on delivery changes or delays.

Fast, responsive support

General enquiries: **2 working days.** Urgent queries: **1 working day.**

Simple Credit & Account Support



- **New credit applications**
Applications will be processed within 3 to 5 working days once all required information has been received.
- **Credit limit reviews & amendments**
Requests will be reviewed within 5 to 10 working days.
- **Keeping You Informed**
If additional checks are required, we'll keep you updated every step of the way.
- **Clear Guidance & Support**
Our team is on hand to provide straightforward advice and support on all account-related matters.



How We Work For You



To deliver the best possible experience, our commitment to our customers is guided by four key principles:

Customer First: Every decision we make starts with what is best for our customers.

We Take Ownership: We're accountable for finding solutions and ensuring every query reaches a successful outcome.

Always Improving: We listen to your feedback, learn from experience, and continuously improve the way we work.

Working Together: By working as one seamless team, we make sure you receive the best possible service every time.



Expert After-Sales Support



Dedicated support is on hand to help resolve issues quickly and efficiently.

We will take ownership of your enquiry and keep you informed until it has been resolved.

Ongoing improvements to our service will be driven by customer feedback.



Field Service Expertise

- A key part of our offering is our dedicated team of Field Service Technicians, providing expert support for our boiling taps and associated products.
- Our technicians are specially trained and provide professional installation, maintenance and repair services.
- We provide reliable, high-quality on-site support, ensuring work is completed to the highest standards.
- From routine maintenance packages to repairs, our team helps keep products performing at their best.
- Our in-house expertise ensures a consistent and reliable experience, giving you direct access to specialist support when you need it.



Continuous Improvement

We are committed to evolving our services to meet your needs, including:

Regularly reviewing our service levels and processes.

Acting on customer and stakeholder feedback.

Investing in people and systems to improve your experience.



OUR SERVICE PROMISE

We understand that your time is valuable. That's why we're committed to making every interaction with Franke straightforward. Our aim is to remove complexity, so you can focus on your business with confidence.

We are committed to: 

Clear & Professional Communication

- Provide clear, accurate information.
- Communicate professionally and consistently.
- Keep you informed throughout.



Claire Rogers
Customer & After-Sales
Manager



Our goal is simple:

**To make Franke easy to do business
with, while delivering a service
you can trust.**

Review & Governance

This Customer Charter and associated Service Level Agreement (SLA) are subject to periodic review and may be updated in line with business requirements and customer expectations.

For full terms and conditions, please visit our website:

www.franke.com/gb/en/home-solutions/legal-documents/terms-sale.html



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