

Analysis of complaints & customer feed back

The only complaints received relate to:

Delays in delivery

This was addressed some time ago with Appleyards and Sons resulting in quicker delivery times for off the shelf products. Special designed products take longer so this is explained to the customer .

Breakage's

Over the years the design has changed slightly to improve the strength, this includes pins being inserted (when possible) where two parts are glued together.

Delivery of finished products are either by hand,normal postage or via City Link see shipping details for approved method

Incorrect parts delivered

This has occurred when customers have supplied measurements for a special design then upon delivery found that their measurements were incorrect. To eliminate any dispute we now request a signed drawing from the customer where the drawing clearly states the sizes required.