

Hull Storage & Interiors Ltd is a distributor. We do not manufacture, so we have no production process to control. For us, quality assurance means choosing reputable suppliers, describing products accurately, getting orders right and putting things right when they go wrong.

Document	Version	Issued	Next review
HSIL-POL-010	2.2	01/10/2026	01/10/2027
Policy owner	Approved by	Applies to	Status
James Smith	James Smith	All our operations	Current

1. Our approach

We aim to:

- understand what the customer needs before we quote
- describe products as our suppliers describe them, using their current information
- buy from reputable, established suppliers
- check each order before it is placed, and follow it through to delivery
- use experienced subcontractors for installation, and ask the customer to confirm that the job is complete
- put things right promptly, and learn from complaints

2. Product standards and certification

We sell a wide range of products from many manufacturers. Some are made or tested to British, European or international standards, or carry an independent approval mark. Steps and ladders, storage for hazardous substances and waste containers are examples. Many other products have no formal standard.

Where a product is described as meeting a standard, that is the manufacturer's or importer's statement, and the certificates and test reports behind it are theirs. We pass this information on as we receive it, and we can ask the supplier for copies. We do not test or certify products ourselves.

If your order must meet a particular standard, specification or load requirement, please tell us before you order, so that we can confirm it with the supplier in writing.

3. Looking after an order

Stage	What we do
Quotation	We quote in writing, with product details, prices, carriage and lead times.
Order	We confirm the order and check it against the quotation before placing it with our supplier.
Delivery	We agree delivery arrangements, and ask the customer to check the goods when they arrive.
Installation	Subcontractors install to the manufacturer's instructions, and the customer signs the job off.
After sales	We deal with shortages, damage, guarantee claims and complaints, with the supplier where needed.

4. When something goes wrong

Complaints are handled under our Customer Complaints Procedure. We look for the cause and, where we can, change what we do.

5. Responsibilities and review

The directors are responsible for this policy, and everyone who works for us is responsible for the quality of their own work. We review this policy every year.

Sign-off

Signed



Date

01/10/2026

Name

James Smith

Position

Director