

We want to know when we have got something wrong. This procedure explains how to complain, what we will do and how long it should take.

Document	Version	Issued	Next review
HSIL-POL-011	2.0	01/10/2026	01/10/2027
Policy owner	Approved by	Applies to	Status
James Smith	James Smith	Customers	Current

1. Tell us

Most problems can be sorted out quickly by the person who dealt with your order. Please contact us as soon as you can.

How	Details
Telephone	01482 218060
Email	sales@hsil.co.uk
Post	The Directors, Hull Storage & Interiors Ltd, Taurus House, Valley Drive, Kirk Ella, East Yorkshire, HU10 7PW

Please give your order or invoice number, what has gone wrong and what you would like us to do. Photographs help with damaged or incorrect goods.

2. Damaged, missing or incorrect goods

Please check deliveries when they arrive and note any damage on the carrier's paperwork. Tell us in writing within 3 days of delivery, so that we can claim from the carrier or supplier.

3. What we will do

Step	What happens
Acknowledge	We aim to confirm that we have your complaint within 3 working days.
Investigate	We look into it, with our supplier, carrier or installer where needed.
Reply	We aim to reply in full within 10 working days. If we need longer, for example while a supplier investigates, we tell you why.
Put it right	Where we are at fault we repair, replace or refund, as our Conditions of Sale and the law provide.

4. If you are not satisfied

Ask for your complaint to be reviewed by a director. This procedure does not affect your legal rights.

5. Other complaints

Complaints about how we have used your personal information are handled under our Data Protection Complaints Procedure.