

# Feedback – simple to give and extremely helpful to you and us.....

William Johnston and Company Limited is a service driven business. We want all our customers to be completely satisfied with us, our service and products. To assist us please tell us when we do things right, and also when we do them wrong.

If you wish to provide us with feedback or make a complaint, please follow the instructions below:

## One simple step

Whether it is positive comments about our products and services, making a suggestion for improvement or praising a member of our team, we want to hear from you. Please click the appropriate link below to provide us with feedback.

[goodservice@williamjohnston.co.uk](mailto:goodservice@williamjohnston.co.uk)

[badservice@williamjohnston.co.uk](mailto:badservice@williamjohnston.co.uk)

Please tell us:

- 1) Your name
- 2) Your company name
- 3) Your contact details
- 4) The nature of your issue

Thank you for taking the time to provide us with feedback.

## Complaints

Most problems can be solved straight away. The first step is to speak to the person dealing with your enquiry/order, as they may be able to solve the problem for you immediately.

### **Disclaimer**

Please note, failure to select the correct materials or products we supply (“the Products”) may result in damage to plant, equipment or property. In some instances, it may cause death or personal injury. We are not designers and do not give advice about design related matters concerning the Products. We can help and assist with the technical specifications for the Products. In specific applications, particularly where critical conditions exist, we will try to assist you within the limitations of the services that we offer. All information supplied by us is intended as technical co-operation outlining the specifications of the different Products which we supply. To the extent permitted in law, no warranty is given in respect of any information supplied by us. The customer must satisfy themselves as to the suitability of the Products for their intended application and use. The correct fitting of Products is the responsibility of the customer. Your statutory rights remain unaffected. Save in respect of death, personal injury or fraud, our entire liability to you, however arising from the supply of Products shall be limited to the £10M indemnity amount provided by our insurers.