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www.homeofficemadeeasy.com.au ABN 90 093 021 795 ACN 093 021 795

# CUSTOMER CHARTER

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## **Customer Service Philosophy:**

We at Home Office Made Easy believe that our best form of advertising is a happy customer. We are committed to offering a high level of service from initial consultation right through to on-site installation into your home. If there is a problem, we fix it (ASAP). If there is query, we answer it (ASAP).

## **Staff Expertise:**

We thoroughly train our staff so we can give you the best, most up-to-date, accurate advice available.

## **Impartiality:**

We will endeavour to always give the best and most impartial advice to our customers – i.e. if we think a product we do not supply would be better, we will recommend a retailer who will meet your requirement.

## **Quality Assurance:**

Prior to all deliveries being despatched, our serviceman quality assures all furniture product to make sure it leaves in excellent condition. Near enough is not good enough.

## **Furniture Deliveries:**

Because we care for your new furniture and your home, we will only use professional removalists\* who use protective blanketing and carefully handle your new furniture. Our removalists have been TAFE trained and accredited.

\* Not including small deliveries performed by our service man

## **Accessibility:**

If the showroom representative you are dealing with cannot make a decision on the spot, every attempt will be made to contact the Business owner so you will have an immediate answer.

## **After Sales Service (Melb & Syd Metro):**

If you have a problem with a Home Office Made Easy product, you will not have to return the product to us. We will provide a serviceman who will come to you and if possible repair / adjust on-site or arrange transport back to the factory.

Wherever possible, we will turnaround repairs within 24 – 48 hours (provided materials and components are available).

If it takes longer, we will always endeavour to give you a loan item if required.

## **Warranty:**

We provide various warranties depending upon each product range. Our warranties cover defects in materials and workmanship.

They are as follows:

Elements – 20 Years (when used in domestic settings, 7 years in commercial settings.)

Paragon – 20 Years (when used in domestic settings, 7 years in commercial settings.)

Filing Cabinets, Steel – Lifetime

Timber veneers – 5 Years

Ergo Chairs – 3 Years

Executive Chairs (commercial) – 3 Years

Executive Chairs (domestic) – 12 months

Federation Tassie Oak and Catalysed Lacquer – 12 months

## **Personal Information:**

We value your personal information you give us and will take all reasonable precautions to prevent unauthorized access to that information.

## **Honesty and Integrity:**

We will not lie or deliberately deceive any customer in regard to any product or service. If we have been at fault, we will apologise and rectify the situation as soon as possible. Regrettably, at times we do let customers down, but this is certainly not intentional, and will be attended to immediately. We will do our best to compensate the customer wherever possible.

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