

OUR COMPLAINTS PROCEDURE

We take great pride in our sofas and nothing gives us more pleasure than a satisfied customer, sitting comfortably on their new sofa. However, in the event that you are unsatisfied with a Sofa Workshop product or service then our teams are on hand to sort this out. To enable us to reach a solution quickly, we ask that you follow our complaints procedure.

Verbal or written complaints should be directed to the store of purchase in the first instance, all contact details can be found at sofaworkshop.com/shops.

Complaints noted at delivery need to be reported as soon as possible, within 30 days of receiving your sofa.

Complaints under the Sofa Workshop Frame Guarantee should be reported to the store of purchase. Details of our **Claims under the Frame Guarantee** can be found in our terms and conditions.

We'll do our best to come back to you within two working days (Monday to Friday), if we need a little longer to look into your query then we'll let you know.

If you're not happy with our initial response and would like to appeal any decision, please put this in writing within 28 days and sent to Customer Care, Sofa Workshop, 2nd Floor, Mill Pool House, Mill Pool Lane, Godalming, GU7 1EY.

We consider every case seriously. If you are still unsatisfied following the appeal process, we do have an **Alternative Dispute Resolution** service in place via The Furniture Ombudsman: thefurnitureombudsman.org should you wish to take matters further.