

OUR NO PRESSURE PROMISE

Unlike timber fencing, ColourFence is component based, comes complete with posts and caps, has plain or lattice finish, and is wider than standard. Equally, ColourRail and ColourGate are bespoke products, based on customer specifications. To ensure we can give you an accurate price, recommend the best solution for your garden, and explain exactly what our prices include, we need to understand your requirements in some detail.

We want to be transparent and accurate with our pricing and to do this we believe a site visit is essential. To reassure customers that our free no obligation site survey and quotation is just part of the service and not a precursor to high pressure sales techniques, all Franchisees and their employees have signed up to the “No Pressure Promise” as detailed below:

PUNCTUALITY GUARANTEED - We will endeavour to attend all quotations at the agreed time and call ahead if unexpectedly delayed;

INSTANTLY RECOGNISABLE & WON'T OUTSTAY OUR WELCOME - You will recognise our personnel as they will be wearing branded clothing. We will not outstay our welcome and only remain on site only long enough to undertake the site survey, and prepare a formal quotation for your consideration;

FAIR & TRANSPARENT PRICING - We will prepare an itemised quotation on official paperwork which clearly breaks down all elements of the final price including materials and installation separately. We publish the maximum prices for all fencing components and guideline prices for the labour element which can be checked on our website. Any variations from our published prices will be clearly explained to you and noted on the quotation document. Quotations are valid for 3 months.

NO GIMMICKS, WHAT YOU SEE IS WHAT YOU GET - We do not discount, although we accept cash in payment we do not do jobs for “cash”, and the price we quote will always be our best and final. Our pricing policy is not an exercise in negotiation and all customers are charged the same price for the same job.

INSTALLATION DATE AGREED IN ADVANCE - If you wish to proceed with the installation the surveyor can usually confirm an installation date on the day on payment of a 25% deposit. The balance being payable on completion. You are entitled to a 14-day cooling off period by law from the point that you place an order and more details on this are available in our terms and conditions of order.

NO PRESSURE & NO HARD SELL - If you wish to think about it; want to obtain a comparative quote; or simply decide the product is not right for you; we will entirely respect your decision, thank you for your time, and bid you a gracious farewell.

If at any time you feel that any of our Franchisees or their employees have not conducted themselves in accordance with this No Pressure Promise - Head Office would like to hear from you, please contact:

NICOLA WILLIAMS – CUSTOMER SERVICE – 01633 965005

