



Complaints Policy

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the order, please inspect the order to ensure everything is as it should be and has been carried out our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as quickly as possible.

Either call us on 01458 448355, or write to us at 146 High Street, Street, Somerset BA16 0ER. Or email us at street@mendipmobility.co.uk (<mailto:street@mendipmobility.co.uk>) and we aim to respond within 2 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we cannot resolve any complaints using our own complaints procedure as a Which Trusted trader we use Dispute Resolution Ombudsman for dispute Resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 03332413209 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/> (<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>).

Our Warranties and Guarantees are not insurance backed.
