

Topseal Customer Charter

Introduction To The Customer Charter

Topseal Systems Ltd is a specialist manufacturer and distributor of a GRP waterproofing system to the trade. The company trades from its office in Harrogate, North Yorkshire and operates via a network of approved Installers throughout the UK and Northern Ireland.

Charter Purpose

This Charter has been produced for the general public and is based upon what we have been told our customers say are important to them. This is a serious commitment and this charter will explain how Topseal will deliver on it.

Initial Contact With Topseal

Upon contacting Topseal you can expect the utmost professionalism and courtesy from one of our trained staff. We will aim to answer your query efficiently first time ensuring that our communication is jargon-free and easy to understand. We will provide relevant information accurately including the provision of a fully approved Installer to complete your necessary works.

Approved Installers – What You Can Expect Prior To Installation

All Installers recommended to you will have gone through an extensive training course at our Harrogate office. This takes the form of a three day theoretical and practical course which covers the complete installation process including sales and marketing and customer service. The first day covers the theoretical side of the process and why Topseal stipulate specification adherence. This is followed by a practical demonstration by one of our technical team. The second day is the 'live' assessment by the potential Installer under the supervision of our Technical Manager. The third day covers everything the Installer should know regarding customer service, Sales and Marketing and what Topseal expects from the Installer when dealing with you, the customer. Every Installer must agree to the ethics of our customer charter which does not allow for cold calling or pressure sales tactics and promotes excellent customer service values.

Further to the three day training course the Installer must satisfy Topseal's strict specification on their first roof under the watchful eye of our Technical Manager. We then vet the second roof installed to ensure complete specification adherence before finally approving the Installer. Only at this point can the Installer claim that they are 'Topseal approved'.

Approved Installers – During Installation

The Installer will offer spot repairs if necessary prior to the installation of the roof whilst they perform the initial survey. The Installer will not charge you for the initial survey or written quotation and will issue this in a timely manner. The quotation is subject to the Installer's terms and conditions. The Installer will ensure that all property is kept clean and tidy and that upon leaving the property it is left in the state it was originally found.

Approved Installers – Post Installation

Upon completion of your flat roof the Installer will offer a 25 year workmanship guarantee and Topseal will offer a 25 year materials guarantee. There is the option to take out an independently backed manufacturers guarantee for a small premium. Topseal operates random on-site inspections throughout the year on various Installer roofs and every job is assessed by Topseal through follow-up customer satisfaction telephone calls and routine customer surveys. This ensures that the high standards set by Topseal are not only maintained, but exceeded.

Installer Working Ethics – Topseal's Obligation To Its Customers

Topseal Installers will agree to adhere to the values laid out in this Customer Charter and in the Installer Charter. Each Installer will follow Topseal's installation specification. They will act in a courteous manner and above all else view customer satisfaction as paramount. They will not utilise cold calling techniques nor pressure sales tactics and will promote excellent customer service values. Each Topseal Installer will deal with any query promptly and efficiently.