

## Wow Vow - Decorquip's Service Promise

We know that a major pain facing the industry is the lost cost of return visits to site when a supplier has let you down. It costs time, money, fuel, and damages your reputation. That is why we have been leading the way with our revolutionary service promise.

- **Wow Vow explained**

If we muck up your order in any way that involves a return visit to site or additional labour the WowVow is there to soften the blow of the loss that you've incurred, then you choose what you pay on the affected blinds or components. It could be any mistake that is our fault such as blinds made to the wrong size, wrong fabric supplied, delayed orders, etc.

- **Claiming Wow Vow**

Let's say you've ordered five motorised Roller Blinds and one of them came with the wrong fabric. That means you're going to have to go back to your client's house and refit a replacement blind. For instance, if that blind costs £100 and that returned visit to site with your fitter is going to cost £50, including fuel and time, you can choose what you pay for that blind and what you deem is fair to cover the cost of that £50. Then, just get in touch with us and we will immediately raise a credit note to cover your expenses proportionately to the cost of the blind.

- **What's not covered by Wow Vow**

The service doesn't cover things that are out of our control. These include delays or misrouting caused by carriers, natural disasters such as floods or fires, or unforeseen incidents such as theft, accidents, or criminal activity affecting the delivery of your parcel.

In addition, our service does not cover mistakes made when placing orders, such as providing incorrect measurements, selecting the wrong products or components, or any damage that occurs during the handling or installation of our products.