



Customer Complaint Policy



Jacuzzi Spa & Bath Ltd | Old Mill Lane | Low Road |
Hunslet | Leeds | LS10 1RB | www.jacuzzi.co.uk

www.jacuzzi.co.uk/customer-feedback

Here at Jacuzzi® Spa & Bath Limited, we are dedicated to and pride ourselves on giving the highest level of customer service and quality. Unfortunately though, sometimes things can still go wrong. In the event that you have a concern or complaint, we are here to help resolve your issue as quickly and efficiently as possible.

To tell us about your issue, please fill in the form on the complaints section of our website at www.jacuzzi.co.uk/customer-feedback

In order for us to find your customer record and investigate your query quicker and easier, please provide:

- Your name and address
- Contact details
- A clear explanation of your concern/complaint
- Your expectations of a resolution
- Any other detail you think is appropriate to support your complaint

We will acknowledge your complaint and aim to have a resolution for you within 72 working hours of your submission. We will keep in contact with you and update you regularly as our investigation progresses and if we need any further information from you to help our investigation.

If you aren't satisfied with the resolution we have provided or if you feel we haven't provided a resolution, you are entitled to refer your complaint onwards. You can either contact your local Citizens Advice Bureau or trading standards.

Find your local trading standards office here:

<https://www.gov.uk/find-local-trading-standards-office>

Or contact the Citizen Advice consumer helpline on: 03454 04 05 06. You can also report a trader to trading standards through Citizens Advice Consumer helpline.

If your complaint is regarding finance you have been accepted for through Jacuzzi® Spa & Bath Limited or one of our approved retailers, you can direct your complaint to the Financial Ombudsman service should you wish to take it further. This is a free and independent service which handles complaints on a range of financial matters.

Please note that if you wish to refer your complaint to the Financial Ombudsman Service you must do this within six months of the date of our final response.

Their contact details are:

The Financial Ombudsman Service
Exchange Tower

London

E14 9SR

Tel: 0800 023 4567 or from a mobile: 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

Consumers do not have to accept the decision made by the Financial Ombudsman and can keep their right to go to court. However, if the decision of the Financial Ombudsman is accepted then it is binding both you and us.