

Chiltern Logs

Complaints Procedure

April 2020

1. Complaints will be dealt with as soon as received by Chiltern logs.
2. Chiltern logs will endeavour to reach a satisfactory outcome to any complaint, communicating at all times with the complainant through any stages.
3. In the unlikely event of the goods not being suitable for use, we will either refund and collect the goods at our own cost or replace the goods at our own cost. Should you wish to cancel goods, you have 7 working days from the day after you receive the goods. The goods must be returned intact, and at your own cost
4. In the unlikely event of any issues being unresolved, the matter will be passed to our legal representatives and our insurance providers.

Chiltern Logs
Wormsley estate,
Stokenchurch,
Bucks.