



Customer Satisfaction is Paramount to us at *EASY BUY* however we recognise that we occasionally do not get things right and when this happens we will endeavor to rectify the situation as soon as possible.

- Feedback
- Issues
- Complaints
- Service
- Products
- Staff

# CUSTOMER

Here at *Easy Buy* we aim to offer excellent Customer Service, However if you find you are dissatisfied with either our products, service or even a staff member we would be happy to listen to your feedback.

If you feel that you need to raise any issue as a complaint we aim to handle all complaints by the end of the third business working day and resolve any issue you may have to make sure you are happy with the product you have purchased and also our service.

At the end of the third business working day your complaint will start on the track of our complaints procedure you will firstly receive a letter acknowledging your complaint, this letter will contain the details of the person handling your complaint and their contact details.

The Company will then carry out a thorough investigation into your issue.

After 4 weeks they will either send you a letter with their final findings and outcome of your complaint or a letter requesting more time for them to complete the investigation, this will also be accompanied with a leaflet for the consumer credit association.

Then after 8 weeks if you have received a letter saying we had not finalised our investigation you will either receive a letter of Final Response or a letter with the date the investigation is due to end. Along with this letter and any Final Response letter we will also send you a leaflet for the Financial Ombudsmen Service, this is for your reference so at any point if you are not happy with our conduct or final response you can contact them within 6 months of our Final Response.

- 5 Day Response Letter
- Final Response or 4 Week Extension letter
- Final Response or 8 Week Extension Letter.
- Final Response
- Other Help  
You may find it useful to consult with other organisations:
  - Citizen's Advice Bureau
  - Your Local Councillor
  - Your Local M.P
  - A Solicitor (who may charge for advice).
  - The Consumer Credit Association