

# West Yorkshire Windows

# Price Promise

## OUR GUIDE

### About us...

**At West Yorkshire Windows, we don't just define value by price. Though our prices are some of the most competitive in the home improvement market, we also offer incredible value in the quality of our products, as well as our expert, highly professional service.**

**We keep a close eye on our competitors to ensure we always offer great quality at fair prices, supported by excellent service and, as a result, we believe we provide value that's unrivalled in the market.**

### Our promise...

We're so confident of the value of our products that we are offering a 'Price Promise Challenge' to our local competitors.

Find an equivalent quality UPVC product for less within 7 days and we'll match or refund the difference.

This applies to any of the following products:

- > **Windows**
- > **Conservatories**
- > **Orangeries**

If you discover a product that includes as standard features and benefits comparable to those offered by West Yorkshire Windows, we promise to match or refund the difference.

call us free on

# 0800 026 4455

or visit our website at

**[www.westyorkshirewindows.co.uk](http://www.westyorkshirewindows.co.uk)**

### On price...

We regularly check prices in the local area. If we find a competitor offering a better price for the same product sold with the same service conditions, even if it's in a sale or as part of a promotion, we'll reduce our prices to match.

We don't expect you to be able to buy the same item for less at any other local home improvement company but if you can we'll match the price when you purchase, or refund the difference for up to 7 days after you have bought from us. Simply let us know the competitor and product details (accompanied with a copy of the quotation you have received) – we'll then verify the price and, if the competitor's service conditions are the same as ours, we'll match the price or refund the difference as appropriate.

### On service

West Yorkshire Windows staff are all highly trained to offer impartial, expert advice on all our products. Our service doesn't end with your purchase – we provide excellent after-sales and a great choice of expert services to help you, from delivery to installation.

### What is my local area?

We define our local area as an thirty-mile radius from our showrooms, details of the exact area this covers are available from customer services at Wakefield.

### What if a competitor is offering products either at a discounted price or with a free item?

We will match the total price for the bundle of products if the price of the bundle is publicly available to all customers and the products in the competitor's bundle are identical to products we sell, including any free items.

Notification of lower prices must be received within 7 days of signing West Yorkshire Windows contract. Claims must be received in writing and addressed to our Head Office in Wakefield. Original copy of the competing offer and specification of the competing conservatory, orangery, window and door product must be enclosed with the claim. Only one claim per customer per order. West Yorkshire Windows decision on whether a competitor's product matches the features offered by us is final.

**OR VISIT YOUR NEAREST SHOWROOM AT**

**DONCASTER**

**LEEDS**

**SHEFFIELD**

**WAKEFIELD**

