

# CUSTOMER CARE POLICY

Putting the Customer, Quality and Leadership at the centre of what we do...



## 1. WHAT WE AIM TO ACHIEVE

Customer care is at the heart of Thermoseal Group's business. As a leading supplier to the window industry for over 40 years, we offer a guaranteed quality of product and promise a reliable and timely delivery of goods.

We pride ourselves in innovating insulated glass components and high quality machinery to keep our customers at the forefront of the insulated glass supply chain.

Helping to develop the industry is our priority and we see that the journey our customers and suppliers take with us is an important part of this. Our dedication to staff and customers is demonstrated by the fact that all of our employees receive ongoing training and development to focus on keeping our promises and maintaining the trust that we have built with our customers, contacts and suppliers. It is also based on the statements, policies and promises outlined in this document.

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## 2. OUR MISSION

To supply reliable high quality products and provide an excellent quality of service, achieved through product innovation and staff development and establishing lasting relationships with customers and suppliers.



## 3. OUR COMMITMENT TO UK CUSTOMERS

Knowing that our customers have their own customers' needs to meet, we make it our business to ensure that we provide a tailored supplier support system.

Thermoseal Group operates from four locations in the UK including: Birmingham; Wigan; Kent and Belfast. All branch operations have a dedicated team of staff focused on ensuring that local customers receive a personal sales service, as well as working with customers to provide an order processing and delivery service suitable for their business requirements.

Generally, we aim to deliver glazing components within 3 working days of receipt of the order. However, this delivery time may be extended for the following products/services:

- Printed Spacer Bar (usually within 5 working days)
- Georgian Fabrications (usually within 5 working days)
- Colour-matched components (advised on order)
- Non-stock items (advised on order)
- Glass Machinery (advised on order)

Customers are to expect all staff to be professional, friendly, polite, helpful, courteous and to keep them informed of any changes to their order and/or delivery service.



Each customer is also allocated an area sales manager who is experienced, knowledgeable, and always happy to discuss account requirements and customers' needs.

It is our aim to build long-lasting relationships with customers, as we do with staff and suppliers. Please see the full list of key contacts detailed at the end of this document.

## 4. INTERNATIONAL CUSTOMERS

We currently deal with many international distributors and direct customers on an export basis. Subject to payment or credit terms, we are happy to supply our products worldwide.

If you are outside of the UK and Ireland, please e-mail [export@thermosealgroup.com](mailto:export@thermosealgroup.com) or call +44 121 331 3950 for sales enquiries. Carriage or delivery charges will be quoted on an individual order basis.

## 5. OUR PRODUCT AND SERVICE PORTFOLIO

**Insulated Glass Components:** Spacer Bars (Warm Edge, Aluminium and Steel) and Accessories (Corner Keys, Flexi Keys, Connectors, Duplex Fittings, Gas Keys and Fittings); Molecular Sieve Desiccants (Standard and Mini Bead); Primary and Secondary Sealants for Glazing (PIB, Hot Melt, Warm Melt, Polysulphide, Polyurethane and Silicone); Georgian Bar and Fittings (18x5mm, 18x8mm, 25x8mm, Muntin Bar and Fittings, Foam Spacer Fittings, System 76 (45mm) and a range of other Georgian accessories); Victorian Grille and Fittings (6mm and 8mm); Adhesive Tapes; DecraLed adhesive lead strip; Glass Bevels; Decorative Films as well as a whole array of Tools, Accessories Chemicals and Machine Ancillaries used in insulated glass sealed unit manufacture.



**Glass Machinery:** As well as providing tailored business solutions including complete manufacturing packages, we also supply individual machines including: Hot Melt Extruders; Gas Fillers; Edge Deletion Machines; Water Treatment Plants; Glass Washers (Horizontal and Vertical); Desiccant Dispensers; Georgian Bar Cutting and assembly Machines; Production Lines; Panel Press and Roller Press Machinery; PIB Machines; PS and PU Mixing and Silicone Dispensing Pumps; Machinery for Spacer Bar Bending, Cutting and Gas Hole Drilling; Tilting Tables and machinery for manufacturing with Foam Spacer Systems. Glass machines can often be tailor-made to customer requirements.

We can also supply glass machinery on lease-hire and lease-purchase contracts.

Other services we provide include:

- Ink-jet/Lazer printing company details on spacer bar
- Georgian Fabrications
- Colour-matching components
- Free delivery in the UK (subject to terms and conditions to be agreed when ordering goods)

## 6. DELIVERING QUALITY PRODUCTS

We are committed to delivering high quality products which are environmentally sound, thermally efficient, easy to use, and adhere to our customer requirements for EN1279 quality and thermal rating standards. We have invested significant funds to set up our own Innovation Centre and EN1279 testing facility to enhance and maintain the current quality of products and bring new products to market.

Over the years, Thermoseal Group has dedicated a large proportion of its resources to the purchase and development of technologically advanced equipment, and to the improvement of its quality procedures.

We have successfully achieved and maintained BSI Certificate FS41016 and met with International Organization for Standardization ISO 9001:2018. All equipment complies with CE Marking and is sold complete with required paperwork for its destination country. We currently manufacture: Thermobar Warm Edge Spacer Tube and Accessories; Thermoflex Warm Edge Spacer; various injection moulded components; DecraLed Adhesive Lead Strip, Decorative Film and a range of insulated glass manufacturing machinery.

New product development is carried out at our laboratories in our centre for Innovation and Manufacturing in Wigan. All new products undergo a rigorous testing procedure before being introduced into the market. Raw materials and production batches are tested, and sampling is recorded and stored for future reference. Brought-in finished goods are batch tested for conformity. Certificates of conformity can be provided for all products as required.

We can also colour-match injection moulded products and tailor machinery to meet customer requirements. We also offer a range of high-quality components and insulated glass manufacturing machinery through the relationships we have built with International Partners such as Profilglass, Kommerling, and many other industry leading suppliers. Whether we supply our own products or those of our carefully chosen suppliers, it is our aim to supply competitively priced products that customers have confidence in and are easily used in current manufacturing methods. We aim to provide products that are robust and fit-for-purpose as well as being compatible with other components, production methods and existing manufacturing equipment. We appreciate that our customers are required to ensure longevity of their insulated glass sealed units to meet their customers promised guarantee periods. We offer clear and concise Technical Data Sheets and Material Safety Data - all are downloadable on our website. Our Area Sales Managers can also provide advice relating to manufacturing methods and the performance of the products we supply. We take the greatest care to ensure that all of the products we supply are packaged in sensible quantities and packaged adequately for protection and storage.

## 7. AFTER SALES SUPPORT

We appreciate that one of the key aspects of offering a first-class service to our customers is to provide premium after-sales support. Therefore, after you've received products from Thermoseal Group, we promise to do what we can to ensure that you are completely happy with your purchase and the service you have received. Our accounts department provide a prompt payment processing service.

For any queries relating to invoicing, please e-mail [accounts@thermosealgroup.com](mailto:accounts@thermosealgroup.com) or call 0121 331 3950 and ask for Accounts. If you purchase glazing components from us and require any further information or help with the product, or manufacturing and technical advice then please see the list of key contacts detailed at the end of this document. All will endeavour to help you with your requirements.

If you require any specific technical advice relating to Window Energy Ratings or the thermal performance of our products, please feel free to e-mail: [technical@thermosealgroup.com](mailto:technical@thermosealgroup.com). If you purchase Georgian Fabrications from us and require any further information or help with this product or manufacturing and technical advice, please e-mail [Georgian\\_dept@thermosealgroup.com](mailto:Georgian_dept@thermosealgroup.com) or call 0121 331 3950 and ask for the Georgian Fabrications Department. If you purchase Glass Machinery from us and require product training, operating advice, parts, service or any other technical information or product support, then please don't hesitate to e-mail [machinery@thermosealgroup.com](mailto:machinery@thermosealgroup.com) or call 0121 331 3950 and ask for the TGE Engineers.

## 8. ENVIRONMENTAL AWARENESS

We aim to provide products to help our customers to meet the requirements of everchanging legislation outlined in Part L of the UK Building Regulations and the Governments' Construction Products Directive. Our Warm Edge Spacer Bars are designed to help customers to meet the increasing pressure to provide more thermally efficient windows. It is with this in mind, that our own Innovation Centre is currently developing higher performance energy efficient products.



We also aim to provide recyclable products and packaging. Where possible, we store and deliver products in packaging (e.g. Stillages, Reels etc.) which is returned to us and used for further deliveries.

## 8. ENVIRONMENTAL AWARENESS (Continued)

Our operational goal is continual improvement through implementing and sustaining eco-friendly operational initiatives and practises that focus on recognising and mitigating the environmental consequences of our products and services throughout their life cycle.

The key means we aim to do this:

- Minimise waste by evaluating operations and ensuring they are as efficient as possible
- Minimise toxic emissions through the selection and use of our fleet and the source of our power requirements
- Actively promote recycling both internally and amongst customers and suppliers
- Source and promote a product range to minimise the environmental impact of both production and distribution
- Meet or exceed all the environmental legislation that relates to the Group
- Use an accredited program to offset the greenhouse gas emissions generated by Group activities

In 2022 we will invest in renewable power generation and are in the process of replacing the automotive fleet with hybrid and fully electric vehicles.

## 9. CUSTOMER ACCOUNT SERVICES

We offer customer credit terms based on assessment by our credit control team. Please request an account application form from [creditcontrol@thermosealgroup.com](mailto:creditcontrol@thermosealgroup.com) or call 0121 331 3950. Please do not hesitate to contact our team should you have any questions regarding payment terms.



## 10. MARKETING SUPPORT SERVICES

We have a comprehensive online catalogue of over 2,500 products, as well as a wide range of marketing material including: downloadable catalogues and order forms; informative literature; technical and health and safety data; brochures and a range of promotional material and display items.

Our marketing department aims to work with our customers to help promote their business. E-mail: [marketing@thermosealgroup.com](mailto:marketing@thermosealgroup.com) or call 0121 331 3950.

## 11. OUR SUPPLIERS

We believe in building strong relationships with our suppliers to provide high quality and tested products. If you'd like to contact our purchasing department, please e-mail: [purchasing@thermosealgroup.com](mailto:purchasing@thermosealgroup.com). For purchase ledger queries, please e-mail: [purchase.ledger@thermosealgroup.com](mailto:purchase.ledger@thermosealgroup.com) or call 0121 331 3950.

## 12. ARCHITECTS/BUILDERS/SPECIFIERS

We know that our products will need to meet the requirements of architects, specifiers, and builders. If you require any further information from us in relation to the products we supply, please don't hesitate to e-mail: [specification@thermosealgroup.com](mailto:specification@thermosealgroup.com).

## 13. HOMEOWNERS

If you are a homeowner looking for further information on the products we supply or where to purchase glazing or windows, we can help. We can provide details of a supplier in your local area, so please don't hesitate to contact us. E-mail for further information on: [homeowners@thermosealgroup.com](mailto:homeowners@thermosealgroup.com).



## 14. HOW WE COMMUNICATE

Efficient correspondence with customers is essential in keeping them satisfied.

We will:

- Listen carefully to customers
- Be polite, honest and accurate with the information we provide
- Respond to all enquiries promptly and with courtesy
- Ensure the customer understands all information provided
- Conduct correspondence professionally and confidentially
- Inform customers of any changes or delays in good time
- Provide alternative sources for services where we cannot help
- Keep customers informed of any subsequent stages in the process

## 15. STAFF COMMITMENT

Our employees are essential to delivering our service and ensuring that our customers are satisfied.

We have achieved our Investors in People Status for over ten years and will continue to do so to ensure that all individuals are sufficiently trained and competent to deliver our services.

We also ensure that our employees treat all customers with respect, courtesy and understanding. If you are not satisfied or have a complaint about the conduct/behaviour of a member of the team, our service, or our work, then please contact your regional account manager or branch manager.

Alternatively, e-mail:

[customercare@thermosealgroup.com](mailto:customercare@thermosealgroup.com) or send it by post to:

Gwain Paterson - Managing Director  
Thermoseal Group Limited  
Gavin Way, Nexus Point  
Off Holford Drive  
Birmingham B6 7AF.

## 16. DATA PROTECTION

We agree to handle all personal information in line with the Data Protection Act 1998. It is our policy not to pass personal information to any other businesses.

Our privacy policy in relation to the information we collect through our website is on our website for all to view.

If you have any requests concerning your personal information or any queries about these practices, please contact us at [marketing@thermosealgroup.com](mailto:marketing@thermosealgroup.com). Alternatively you can telephone us on 0845 331 3950 or +44 (0) 121 3313950 if you are ringing from outside of the UK.

In general, any information we hold is for the purpose of:

- Providing and personalising our services
- Dealing with your enquiries and requests
- Providing you with information about products and services we offer

You may opt out of receiving information from us by sending an email to [marketing@thermosealgroup.com](mailto:marketing@thermosealgroup.com), calling us on 0845 331 3950, or writing to us at the following address:

Thermoseal Group Limited Gavin Way Nexus Point Off Holford Drive Birmingham B6 7AF

You have a right to access the personal data held about you and may contact us for this information.





## 17. EQUAL OPPORTUNITIES

We strive to ensure equal, inclusive, and courteous treatment of all our customers and staff, and foster a positive approach to Equal Opportunity across our organisation.

## 18. STATEMENT OF SOCIAL RESPONSIBILITY

We strongly believe that integrity in dealings with customers is a prerequisite for a successful and sustained business relationship.

We operate an effective and efficient organisation, focused on meeting customer objectives.

Our aim is to provide products and services which give fair value and consistent quality, reliability, and safety in return for fair reward.



SOCIAL RESPONSIBILITY



TRUST



HONESTY



CONNECTION

We operate policies of continual improvement, of both processes and the skills of our staff, to take best advantage of advances in technology. This safeguards our operations for the future, ensuring that we continue to add value to our customers' businesses. This is underpinned by a consistent approach to the way we conduct our work.

To cater for the wide variety of work we do, we aim for a balance between flexibility in the way we operate and tight control to consistently meet customer expectations.

Our sales effort and delivery capability are aligned to ensure that we can successfully and consistently deliver what we promise.

## 19. CUSTOMER COMPLAINTS AND COMMENTS

We aim to provide a consistent first-class service and part of this commitment is to accept that there is always room for improvement. If for any reason we do not meet or exceed your expectations, please don't hesitate to contact any member of staff at your local Thermoseal Group branch who will endeavour to resolve any issues. Please see below details of your key contacts. Alternatively, if you are looking to provide general feedback on the service you receive from Thermoseal Group, you may wish to e-mail: [customercare@thermosealgroup.com](mailto:customercare@thermosealgroup.com).



KEY CONTACTS	EMAIL ADDRESS	DIRECT TELEPHONE NUMBERS
<b>Export Sales Manager</b> Dietmar Maginot	export@thermosealgroup.com	+49 (0)172 5256219
<b>Birmingham: Gavin Way, Nexus Point, Off Holford Drive, Birmingham, B6 7AF</b>		
<b>Sales Coordinators</b> Stacey Worthington Sydney Lily-Barr  Branch Manager Joanne Neville	bhamsales@thermosealgroup.com	0121 331 3955
<b>Area Sales/Accounts Manager</b> Ian Duckworth	ian.duckworth@thermosealgroup.com	07812 121860
<b>Wigan: 2 Amber Court, Walthewhouse Lane, Martland Park, Wigan, WN5 0JY</b>		
<b>Sales Coordinators</b> Emma Kirby Deborah Talbot  <b>Branch Manager</b> Debbie Grainey	nothernsales@thermosealgroup.com	01942 621557
<b>Area Sales/Accounts Manager</b> Deborah Coulson Justin Rigg	debbie.coulson@thermosealgroup.com justin.rigg@thermosealgroup.com	07942 802118 07813 064004
<b>Kent: Unit G1 Knights Park, Knight Road, Strood, Kent, ME2 2LS</b>		
<b>Sales Coordinators</b> Heather Brook Joanne Sampson Gretta Bauckham	southernsales@thermosealgroup.com	01634 290240
<b>Area Sales/Account Managers</b> Richard Fryer Alan Hyde	richard.fryer@thermosealgroup.com alan.hyde@thermosealgroup.com	07942 802012 07726 900932
<b>Belfast: Unit 12, Abbey Business Park, Mill Road, Newtownabbey, N. Ireland, BT36 7EE</b>		
<b>Branch Manager</b> Andrew McCandless	ireland.sales@thermosealgroup.com	02890 365624
Area Sales/Account Manager Duncan Sowter	duncan.sowter@thermosealgroup.com	07736 465860

*\*Please note that telephone lines are open from 08.30am-5pm, Monday to Friday\**