



## **Our Commitments To You...**

At Dulux we believe every customer has the right to the best quality products and services to help them create beautiful living spaces. Your feedback is important to us, and if something has gone wrong we will not rest until we have put it right.

Our dedicated Customer Care Team are there to support you with expert advice. They can support with product advice to ensure you are using the best product for the job, application techniques, inspiration and support on managing a problem that you may have encountered after using one of our products or services.

### **Step 1 – We will listen**

A dedicated member of our team will listen to you, record the information and give you a reference number. We will always aim to resolve your query the first time you contact us. If we need more time to investigate your query we will agree a plan with you. We will keep you updated on progress throughout.

### **Step 2 – We will investigate**

If a detailed investigation is required the team will guide you through the process, this may include sample testing in our laboratories. In exceptional circumstances we may even arrange for one of our experts to visit the site.

You may also be asked for additional information to ensure your complaint is handled thoroughly and as quickly as possible.

We do not set specific time frames for an investigation as this will vary based on the detail of investigation and testing required, however over 90% of cases are resolved within 14 days.

We will keep you up to date with our progress throughout our investigations.

### **Step 3 – We will keep you in the loop**

We will let you know what we have discovered during our investigation.

Our experts will offer advice on how to get a great finish every time.

If our product is at fault, we will help you put it right.

You can contact us by phone, letter, email and social media.

**Telephone:** 0333 222 7171 Monday – Friday 8.30am-5pm and Saturday 9am – 12:30pm

**Email:** [duluxcustomerservices@akzonobel.com](mailto:duluxcustomerservices@akzonobel.com) [1]

**Post:** Customer Service, AkzoNobel, Building 154, Wexham Road, Slough, SL2 5DS

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