



Meet The Experts OUR COMMITMENT TO YOU

You can be assured that we are committed to providing this level of service from our initial design service through to the conclusion of your guarantee and beyond.

1. At Finesse we have a firm commitment to service. Since our establishment in 1981 we have built a reputation which is second to none. This has been achieved by putting our customer's interests first. This is what makes Finesse so different!
2. We are certain in the knowledge that ongoing service will be high on the list of your requirements. We are confident that our service will exceed your expectations throughout.
3. We promise that if you have an occasion to call we will not pass you from one department to another. We will deal with your problem in a courteous manner and provide a prompt and efficient service.
4. The only requirement upon you is to contact our service department who will make an appointment with a view to rectifying the problem urgently.
5. Once you have called we will make a firm appointment - providing you with a date and time for our visit. Our service engineer will inspect and complete the job if possible. Or if unable to do so on the first call he will make a second appointment to complete the work to your satisfaction
6. Our commitment does not end once your installation has been completed. Your 10 year insurance-backed guarantee is not just a useless piece of paper. We will, by arrangement transfer it to a new owner should you sell your home within the 10 year period

You can see why Finesse achieve a very high level of recommendations and repeat business.

"We recognize that buying home improvements is a significant investment. As such we take our responsibility to service your investment extremely seriously."

Our dedicated after-sales service team will ensure that your installation performs perfectly for many years to come."

R. Bridge
Managing Director-Finesse Windows



When only the BEST will do!

You will want the reassurance of;

- A family run business since 1981
- Financially sound and stable ensuring your guarantee is safe
- Carefully designed by our highly experienced team
- Manufactured to your exact requirements in our own factory
- Expertly installed to your complete satisfaction
- The majority of our business comes from recommendations and people coming back for more work
- Many customers have come back to us more than 3 times as they have moved properties
- Some customers have used us for 3 generations of their family
- **THOUSANDS** of **SATISFIED** customer reports **INDEPENDENTLY** logged on the Fair Trades - Homepro website
- 10 year insurance backed guarantee
- We are endorsed by The Energy Saving Trust
- ISO 9001 Accredited – A quality standard that less than 5% of UK businesses are accredited to





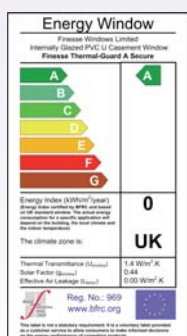
Our Credentials



Registered Company

FENSA is the governing body responsible to ensure all companies operating under the scheme install windows and doors that comply with current building regulations.

FENSA audit us on a monthly basis to ensure that we comply with the regulations by undertaking checks on our work



The BFR energy rating label system was introduced to allow consumers to judge one window's performance against another. We are proud to say that our windows are certified as A rated.

The BFR audit us on a yearly basis to ensure that we manufacture our windows to A rated criteria.

The Energy Saving Trust was set up to promote the best practice with regard to energy saving products. All products endorsed by the trust are recognised as the GOLD standard within any industry so we are extremely pleased to be endorsed by the trust.

The EST audit us on a yearly basis to ensure that we produce a product that is worthy of their endorsement.



Homepro (Fair Trades) are our insurance backed guarantee providers. All the feedback provided by our customers is independently published on their website.

Homepro audit us on a continual basis as they conduct an independent survey on every single installation we carry out.



ISO 9001 is an Internationally recognised quality standard. All our processes are designed to meet this standard. This quality standard permeates the breadth of our business from sales processing to after sales. Only 5% of UK businesses currently have ISO9001 accreditation.

We are audited annually by QMS who determine if our processors are functioning to maintain the standard.



The MCS is an EN45011 certification scheme which complies with the government criteria for eligibility to access financial incentives. The MCS is an internationally recognised quality assurance scheme which demonstrated that we have the ability to meet rigorous and tested standards in the work that we carry out. Solar panels need to be installed by a MCS registered company for them to be able to register for the government FIT scheme.

The MCS recognises our competency and shows that we can deliver a high quality service and installation every time to our customers



The REAL Assurance Scheme was set up by the Renewable Energy Association. The scheme aims to guarantee a high quality experience for consumers wishing to buy or lease small-scale energy generation systems for their homes. The REAL Assurance Scheme logo is a sign that the company has agreed to abide by the high standards set out in our Consumer Code.



Being part of the scheme ensures that we give our customers a high standard of consumer service before, during and after a contract has been agreed.