

Stafford uPVC Windows LTD Method Statement for Sales Remotely & Showroom

Updated 7th January 2021

Due to COVID-19 Stafford uPVC Windows LTD has outline of Sales methods to ensure we always follow our process and policies to maintain the safety of our Customers and Employees. Working together we our industry partners Certass.

We have several options available to provide our customers with a **Free Quotation** please call

01785 246516 or visit our website www.staffordupvcwindows.co.uk

Promote Remote selling to minimising visits/appointments to customers properties

- Instal & invite customers to use apps such as Slack, zoom etc (this will allow them to view designs details, images, and contracts)
- Collate all information over a telephone consultation internal size.
- Use quote building tools to create designs (suppliers) www.truframe.co.uk & www.hurst.co.uk
- Use images from previous projects to share with customers
- Agree communicate method of quotation (All quotations are subject to survey)
- Confirm communication exchanges – Email/Post (If you feel there would be any amendments then you can arrange to visit site with the surveyor to confirm cost and complete amendment form)
- Until a more advance procedure is available then an email response stating date, product identification will be acceptable as a signed contract

Property visits/appointments – Survey

- Maintain 2 metre distance (following Company & Governments social distancing Policy)
- Wipe and clean any surfaces/handles that have been touched in and around customers property
- Measurements to be made within the customers property (customer will need to provide access to areas where products are to be installed)
- Agree a method of communication before visit or at the door
- Confirm access points to the property (Gloves/Masks etc) – To reduce touch points and internal doors to be left open
- Direct customer to our company policies/statements (web page/email)
- Confirm use of type of PPE that will be used at the property
- Confirm communication exchanges – Email/Post for next stage acknowledgement letters
- At survey stage the sales consultant has the opportunity to go to site to aid the surveyor and confirm any outstanding details that were not possible with remote selling policy

Property visits/sale appointments – Internal & External

Sales reps are no longer able to enter customers properties until the restrictions change.

Showroom selling/visits

Our showrooms are currently closed to the public, however, if the customer would like to view or visualise a product, we can use the design tools or Sales Consultants can arrange for samples to be dropped off and picked back up.

Agreement of sale/contract

- Contracts can be sent via post with a pre-paid envelope for return
- A scanned copy of the Contract can be sent via email and returned via email (we will accept and email confirmations as agreement of contract)
- Email acceptance from the customer to state they would like to proceed, and all contracts are subject to survey

Payment methods

- Company Payment methods Card/BACs
- Only if customers are not able to pay by the above methods, we can request that the cheque/cash is put in plastic wallet or envelope and gloves must be worn we cannot handle this payment for 24-48 hours

If you have any questions or queries, please do not hesitate to contact us on 01785 246516 or email us at sales@staffordupvcwindows.co.uk