

Hilderbrand's

REMOVALS & STORAGE

EST 1949

Head Hill Road Goodnestone Faversham Kent ME13 9BU

Faversham 01795 535666 Canterbury 01227 463435 Email: info@hilderbrandsremovals.co.uk

CUSTOMER ID :

DATE :

BAR CUSTOMER SATISFACTION SURVEY

BEFORE THE MOVE (Circle Yes/No/N/A as appropriate)

Did your remover:

1) Make you aware of the BAR Code of Practice

Yes No N/A

2) Give you a clear description, price and timetable for the work to be carried out?

Yes No N/A

3) Draw your particular attention to the contract terms relating to:

a) Liability for loss or damage

Yes No N/A

b) Time limits for making claims

Yes No N/A

c) Cancellation/postponement rights and charges

Yes No N/A

4) Explain your insurance or other protection options?

Yes No N/A

5) Make you aware of the procedure for making claims and to whom

complaints should be referred?

Yes No N/A

AFTER THE MOVE:

6) If you made any claim or complaint, was this handled courteously and promptly? If you did not make any claim or complaint, please circle "N/A"

Yes No N/A

If you could please return completed forms to our office we would appreciate your feedback



VAT No. 201 5068 16



Company Registered Name: **Hilderbrand's Removals & Storage LTD**

Company Registration Number: **11264666**