

Complaints Policy (UK)

Policy for Wheels & Castors Ltd (www.wheelsandcastorsltd.co.uk)

How customers can raise complaints and how we respond.

Last updated: 19 February 2026

This document is a website policy template for publishing on WordPress/WooCommerce. Update anything shown in **[BRACKETS]** before publishing.

1) How to complain

- Email: **[EMAIL]** (include order number and details)
- Phone: **[PHONE]**
- Post: **[POSTAL ADDRESS]**

2) What happens next

- We acknowledge within **[2 WORKING DAYS]** where possible.
- We aim to resolve within **[10 WORKING DAYS]** depending on complexity.
- If we need more time, we will tell you what we are doing and when to expect an update.