

NEWS LETTER – MARCH 2008

Product News

Ovolo Suite For Casement Windows

In our previous Newsletter we advised on the introduction of the Ovolo suite to complement our standard Chamfered suite. Due to the high demand for the fully sculptured Ovolo suite we have now introduced the Ovolo suite in Rosewood and Golden Oak. The new colours are now available, in addition to the white, in both windows and doors.

Light Oak On White

Over the past year we have noticed a very limited demand for Light Oak on White products in the Chamfered suite. As a result we have decided to cease supplying these products with effect from this Newsletter.

Administration

Price Increases

As you may be aware Eurocell have increased their profile prices by 6% this year, this comes on top of the two 4.5% price increases in 2007. We are pleased to announce that we will not be passing on this year's price increase for the time being. We are sure you will appreciate that there are ever increasing overheads to cope with including energy price increases etc. which are placing increasing pressures on us all.

Bank Payments

We would like to extend the opportunity to all customers to pay directly through the BACS facility. If you would like to take up this opportunity please contact the Accounts Department for bank details

Delivery Dates

You will be aware that we manufacture frames according to order delivery dates. We are still experiencing an increasing number of manufactured frames requiring storage due to initial delivery dates being delayed by some customers. In order to assist order fulfillment all customers are urged to provide accurate delivery dates and to adhere to those dates.

Customer Feedback Survey

Attached is our Customer Quality Feedback form which contributes towards our annual survey of customers' perceptions of our service and performance. We would be grateful if you could complete it and fax it back to us on the Sales Office fax number - 01582 505454.



Feedback Form

Customer Quality

In order to learn from our customers we conduct an annual customer quality survey of satisfaction levels of our products, services and support. I write to ask for your views in respect of our services to you.

We do realise that your time is valuable but we really would appreciate your feedback and your views of Weathershield Windows. Based on your orders received from Weathershield we would be grateful for your opinions and comments on the following areas:

Department	Grading					Comments
	Excellent	Above Average	Average	Below Average	Poor	
Office (telephone, glass, panels, processing etc)						
Product quality						
Transport/ Delivery						
Sales/ Marketing						

Any Other Comments:-

.....

.....

.....

.....

.....

.....

.....

.....

Email Address

Would you please add your email address here: