

# Quick Guide to Twelve Oaks Complaint Procedure

We strive to provide the highest quality customer service, and your concerns are important to us.

- **Twelve Oaks promises to respond within 24 hours after receipt of a complaint.**
- **Twelve Oaks promises to handle all complaints in an objective and professional manner.**
- **Twelve Oaks promise to keep you well informed along every step of the process.**

## Step 1: Start the complaint procedure

Contact your Twelve Oaks territory manager when you receive a consumer complaint. Alternatively, you can call our Toll Free number at **1-855-212-OAKS (6257)**, or email us at [sales@twelveoaks.ca](mailto:sales@twelveoaks.ca)

## Step 2: Jobsite Visit

If needed, our territory manager will arrange a jobsite visit along with your representative to observe the issue, collect information, and conduct the basic testing. An **observation report** will be generated within **5 business days** post visit, and will be presented to Twelve Oaks technical department.

## Step 3: Provide Resolution

Twelve Oaks technical department will analyse the information and inform you on how to proceed forward. One of these three scenarios will likely happen:

If caused by manufacturing defect	Twelve Oaks will present a resolution for the complaint within <b>10 business days</b> after the jobsite visit.
If NOT caused by manufacturing defect	An observation report along with our conclusion will be presented to you within <b>10 business days</b> post jobsite visit. Twelve Oaks' corresponding territory manager will offer advice and assistance on resolving the complaint.
If unable to identify cause	Twelve Oaks will arrange for an <b>N.W.F.A</b> (National Wood Flooring Association) <b>certified independent inspector</b> to conduct a professional inspection at our cost. We will present the inspection report, along with the conclusion within <b>2 weeks</b> of the inspection. A resolution will be presented in accordance with the inspector's conclusion.

## Step 4: Appeal

In case consumer is not satisfied with the conclusion or resolution presented, Twelve Oaks is willing to arrange for an **N.W.F.A certified independent inspector**, and **share 50% of the cost**. If the inspection concludes that the issue is manufacturing related, Twelve Oaks will reimburse the full inspection cost. A resolution will be presented in accordance with the inspector's conclusion within **7 business days** of receiving the inspection report.