

CUSTOMER CARE STATEMENT

Roadstone Ltd, as an organisation, is committed to delivering exceptional levels of customer care each and every time.

We recognise the primary importance of customers to our business. We will endeavour to consistently satisfy their present and future requirements by ensuring that every aspect of our product and service quality, availability and supply is to the highest possible standard.

We are also committed to seeking and delivering continuous improvements in customer experience in each of our market areas.

Every Customer will be treated with respect and commitment and will be provided with a personalised service experience throughout our supply chain.

We will communicate clearly, honestly and promptly with Customers & Colleagues to supply the best service.

We will ensure that our Local and Departmental structures work effectively to meet our Customer needs including administration, complaints and queries and technical assistance.

The best use of Tele-communications and Information Technology systems will be deployed to achieve these objectives.



Paddy Diviney
Commercial Manager

01/01/2025
Date