

Lorax Limited trading as Heinnie Haynes®
Complaints Handling Policy
v1.1 – September 2019

We are Lorax Limited, trading as Heinnie Haynes®. Our company registration number is 5396655. Our VAT number is GB666653205.

Our warehouse and offices are located at:
Unit C, Atlantic Gate,
Atlantic Trading Estate
BARRY
CF63 3RF

Our telephone number is 01446 722 500

Our customer support email address is support@heinnie.com

Products purchased from us are covered by our 16 day guarantee, full details of which are set out in our Terms and Conditions.

The price of the items which we sell are displayed online at <https://www.heinnie.com>.

We sincerely hope that your shopping experience with us will be easy and hassle free. We're real people, who take pride in offering an excellent service to our customers. Occasionally, customers may wish to raise a complaint or comment about our service. Here's our complaints process:

- 1) In the first instance, please contact our Customer Service Manager by letter, email or telephone call. Please set out:
 - Your order number (if applicable)
 - Your name
 - The item to which your complaint relates.
 - The nature of the complaint.
 - Your desired outcome.
- 2) We aim to respond to complaints within two working days. We often respond much more quickly than that. For complaints which require more in-depth investigation, we require up to 28 days to carry out research. We will keep you updated during this process. At the end of our investigation of your complaint, we will provide you with information explaining what we intend to do about your complaint, and the reason for coming to our conclusion.
- 3) When we have undertaken, in our view, all possible actions to resolve your complaint, we will inform you of the outcome, explain the reason for this decision, and record the details of the complaint in our computer systems.
- 4) If we are not able to reach a conclusion which meets your satisfaction, we will:
 - Issue you with a statement that we cannot settle your complaint. This is sometimes known as a "deadlock letter".
 - Provide you with the name and website address of an Alternative Dispute Resolution (ADR) Body
 - We are not obliged to submit to an ADR procedure, but will happily work with you to a resolution brokered by an ADR body.