



Typical Conservatory Sale Process

- 1) Customers contact Guardian Systems by either visiting the Showroom, phone call to office, online enquiry or e-mail correspondence which results in an agreed date for our Salesman to visit their property to provide a quotation.
- 2) On Average 60% of these enquiries are referrals from previous customers.
- 3) On arrival at the customer's house our Salesman introduces himself & completes a form which records the customer's basic requirements. This form acts as a memory jogger to ensure that the correct & most appropriate specification is captured during the visit.
- 4) The Salesman takes photographs of the elevation & location where the conservatory is to be erected as well as recording "key" sizes which are required in the design element of the conservatory.
- 5) Before leaving the customers house the Salesman ensures that all relevant product brochures & contact details are left with the customer.
- 6) On return to the office the Salesman uses the customer's specification details to create a quotation using specialised conservatory software which determines a price and electronic visuals of the proposed conservatory design & layout.
- 7) The images taken at the customer's house are also used to create a visual showing the design attached to the customer's house as well as a view to the garden from the proposed conservatory.
- 8) A quotation is either posted out to the customer or hand delivered including the design, visuals & a letter clarifying the specification & quotation amount. This quotation is normally received by the customer within 48 hours of the house visit
- 9) A follow up call from Guardian is made to ensure that the quote has been received & understood by the customer.
- 10) Should the customer wish to visit Guardian's showroom to discuss or request changes to the design element of the quote we would advise booking an appointment to ensure that all issues can be addressed.
- 11) If the customer contacts Guardian to advise that they wish to proceed, the Salesman confirms a date & time in which a formal contract can be signed confirming specification & Job amount.
- 12) No deposit is required at this stage however, should the customer wish to pay a deposit Guardian is happy to accommodate.

- 13) Full payment is required on successful completion of the conservatory.
- 14) A copy of the signed contract including the Consumer Protection Association booklet is left with the customer for their own records.
- 15) On return to the office the Salesman processes the paperwork & a Job number is assigned.
- 16) In the event that a Building Warrant / Planning Application have been included in the contact, all relative paperwork is passed to the Guardian architect.
- 17) A visit by the Guardian architect is required to the customer's home allowing application drawings to be drawn up as required by the relevant local authority within the application process.
- 18) When the applications are lodged a letter is sent by Guardian to the customer informing them of the lodged date & anticipated acceptance date.
- 19) Should an issue arise which causes a significant delay to the application the customer will be informed verbally by either the Architect supported by a letter sent by Guardian.
- 20) A letter is sent to the customer by Guardian informing that the application has been approved.
- 21) As soon as the applications are accepted & all relative paperwork stamped & signed by the council the paperwork is passed to the Guardian Surveyor.
- 22) The Guardian Surveyor is then responsible for agreeing a Job start date with the customer.
- 23) Any delay to this agreed date will result in the Surveyor contacting the customer with an explanation & confirmation of an alternative date.
- 24) The ground works normally take a week including the time required to allow the concrete & brickwork to cure.
- 25) The remaining works required to complete the conservatory normally takes 2 – 3 weeks.
- 26) On the final day of the build process the Guardian Installers leave an Invoice & Satisfaction note with the customer & provided all is in order a cheque made out to Guardian Systems is given to the installation team by the customer.
- 27) Should any problems be experienced with the conservatory a phone call to the office on 01786 449912 will result in a remedial visit being arranged to address the problem.
- 28) As soon as Guardian takes possession of the Completion Certificate issued by the relevant Council it is posted to the customer.
- 29) The component parts of the conservatory are covered for 10 years within the Guardian guarantee.
- 30) Approximately 1 year from the completion date (26) the customer will be contacted & Guardian will carry out basic maintenance of the conservatory free of charge.
- 31) After this Guardian are happy to agree a basic maintenance programme which will allow the customer to enjoy their conservatory & prolong its life.