

**DUNDAS**

# Customer Charter

A quick guide on the standards  
and service you can expect

Discover more at  [Dundas.co.uk](https://www.dundas.co.uk)

# Customer Charter

## Buying a new home is one of the biggest decisions you are ever likely to make

To assist you in reaching the correct decision, Dundas Estates has developed a Customer Charter which describes the standards and service you can expect when you select, reserve, buy and move into a new Dundas home.

### **Our Customer Charter pledges that:**

Our Sales, Marketing and Advertising information will be clear and truthful.

We will provide you with a clear, comprehensive, professional, polite and helpful service.

Our staff will be appropriately trained and able to assist you with the information you require in order to make the correct purchasing decision.

We will provide you with written details and clear information about your chosen home.

Any optional extras and their costs will be made available in writing.

We will provide clear descriptions of the sales process and explain about cancelling a reservation should you no longer wish to buy.

We will explain how we protect your reservation fee and missive deposit.

At reservation, we will give you information about the timing of the construction of your new home. We will provide regular updates as construction progresses.

The terms and conditions of the sale contract (missive) will be clear and fair and will comply with Consumer Contracts Regulations 1999.

We will advise you about health and safety precautions that you must take before you visit a development site.

We will provide you with reliable information about the NHBC Buildmark Cover and warranty.

Prior to hand over we will invite you to inspect your new home. During this inspection we will demonstrate the functions and facilities of your new home to you.

We will tell you about the after sales service we provide and give you a Customer Care Manual that contains relevant information and instruction for your new home.

We have a dedicated Customer Care team and we will provide an after sales service for 2 years from legal completion. This warranty covers any defects that do not conform to NHBC standards. Your new home is also covered by the 10 year NHBC Buildmark Policy.

We will provide you with out of hours emergency contact details.

We will explain our customer complaints procedure including the availability of any services that may help resolve complaints about warranties.

