

OUR PROMISE TO YOU

Endurance Customer Charter

OUR VISION

“ To develop a business proud to be defined by the quality of our products and the services we deliver, and to offer best value to our customers.

OUR VALUES

To deliver a market leading customer experience, we have developed a set of values that every member of the Endurance team will work by each day. From dealing with our customers, making important business decisions and even during the recruitment process, our values will help shape what we do and ensure we stay true to our company vision.

Every member of the Endurance team has P . R . I . D . E

PEOPLE

We are part of one team, our people our customers and our suppliers. We will foster an engaging and inclusive outlook that will combine all our capabilities to achieve our goals and visions.

RESPONSIBLE

We will do the right thing, even when no one is looking. We will adopt what is in the team's long-term best interest and strive to provide the best solutions, even if that means foregoing short term gains.

INCLUSIVE

We will respect each other's value, differences, and contributions. We know that each individual is important, has a role that matters and that no individual is more valuable than the team.

DEVELOPMENT

We strive to improve and deliver excellence. We have constant focus on the customer's needs and aspirations, with the dedication to provide the best.

EVOLUTION

We are pioneering, innovative and passionate. Committed to driving change, we listen and stimulate creativity to develop new products, systems and services that have high appeal in the marketplace and strengthens the team's position.



OUR PROMISE TO YOU

This Customer Charter outlines what you can expect as a customer of Endurance Doors.

We believe that customers have the right to know what level of service they can expect from us all the time - even if we fall short of the very high standards we have set ourselves.

At the heart of our customer charter, our Vision and Values will ensure we continue to evolve and improve our product and service offering to our valued Trade Partners.

QUALITY PRODUCTS

At Endurance, our mission is to offer the best quality composite door in the UK to our selected Trade Partners. Before adding a component to our door design, we carefully assess whether the change would represent value to our customers. We consider reliability, aesthetics, performance and desirability to create a door design and range which is truly market leading.

Just some of the innovations that make Endurance Doors the product of choice for the trade include:

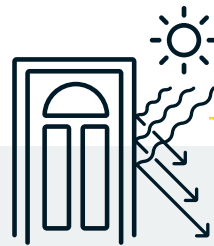


48MM Solid Timber Core

The core of an Endurance Door is truly solid. No stile and rail construction, just 100% solid timber.

Benefits include:

- Bowing tolerance of just 3mm
- 10 Year Guarantee
- Minimum width of 754mm
- Minimum Height of 1878mm
- Heavy, solid, quality construction



Heat Reflective Foiled Door Skins

The heat reflective properties of our door skins protect the door leaf from cracking and fading. The foiled skin also allows us to offer a perfect colour match between the door leaf and the frame.

Benefits include:

- 10 Year Guarantee
- Market leading resistance to skins cracking & fading
- Incredibly robust and scratch resistant



Moisture Barrier System

Every single Endurance Door comes with complete with a concealed moisture barrier at the foot of the door leaf.

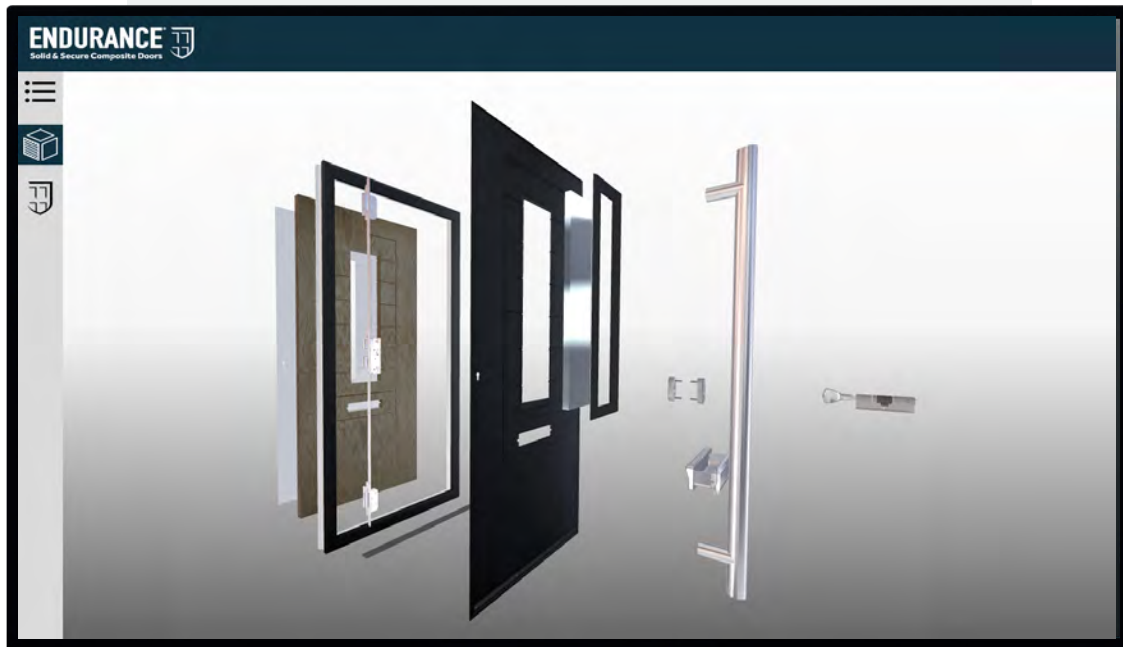
Benefits include:

- Protects the door from moisture ingress
- No swelling or delaminating
- Drastically reduced the possibility of costly aftersales issues

WHAT MAKES AN ENDURANCE DOOR?

In order to review our full specification and USPs, take a look at our interactive Endurance Door online.

Here, you can dissect an Endurance door in virtual reality and learn what makes our design the strongest, most reliable, and best quality composite door in the UK.



[View Endurance Interactive Demo](#)

THE ENDURANCE ACADEMY

The Endurance Academy is a suite of online training resources to teach you all there is to know about our products. Here, you can review training videos, documents, and interactive content before proving your knowledge by taking a series of online exams.

[Start learning now](#)



OUR COMMITMENT TO YOU

At Endurance we aim to provide a high-quality customer experience to all our Trade Partners. We have developed our Customer Charter to outline our commitment to you and assure you of our dedication to continuous improvement and customer service excellence.

COMMUNICATING WITH US

Whether you:



CLICK



CALL



USE OUR
TRADE HUB



VISIT US

You can always rely on our team to:

- Put the needs of our customers first and see things from your point of view
- Be friendly, approachable, and professional at all times
- Stay connected and communicate with you regularly
- Answer any queries you may have at the first point of contact wherever possible
- Deal with and learn from any complaints or queries
- Act with common sense and consider the wider picture
- Provide accessible information about our products and accessories



If you contact us by Telephone:

- We will aim to answer your call in the first 5 rings
- If you leave us a message, we will call you back within 2hrs
- If we need to transfer your call, we will aim to transfer you only once
- We will aim to answer your query there and then. If this is not possible, we will arrange for the appropriate person to call you back within 24hrs



If you contact us via email, via our Trade Hub or through our Social Media Presence:

- We will aim to respond within 24hrs
- If we are unable to provide you with an answer to your query, we will let you know the next step we are going to take
- We will keep you informed of the progress of your query
- We will solve your problem within 48hrs

SERVICE YOU RECEIVE

We understand that running a business is not easy, and without the right partners, delivering great customer service can be challenging.

At Endurance we work to support our Trade Partners with a market leading customer experience, giving you peace of mind and allowing you more time to focus on doing what you do best.

When it comes to quoting, ordering and deliveries we've got you covered:



ORDER ACKNOWLEDGEMENTS WITHIN 24 HOURS



COMPLEX MANUAL QUOTES RETURNED WITHIN 48HRS



YOUR GOODS DELIVERED WITHIN 12 WORKING DAYS*

AFTER THE SALE

We're still here too

Unlike other manufacturers, we want to hear from you even when things don't go to plan. Afterall, that's how we develop and improve our customer experience.

As an Endurance Trade Partner you have been allocated a designated Customer Service Executive. Your Customer Service Executive will get to know you and your business, dealing with any aftersales issues you may experience quickly and efficiently.



EXPERIENCED SERVICE ENGINEERS

At your service

At Endurance, we know we are not perfect. That's why we invest in our own team of Service Engineers who operate nationwide. We understand that correcting manufacturing issues post installation can be costly, so we tackle them for you.

Once a manufacturing issue has been reported and confirmed, our friendly team will liaise directly with the homeowner, booking an appointment for one of our highly skilled Service Engineers to correct their issues. All within a 3-week lead time.



*Quoted delivery time is for a standard, single endurance door set and does not include Double, Fire or any other type of non-standard door configurations.

WE'RE HERE BY YOUR SIDE

As a valued Endurance Trade Partner, you can rest assured that our team are on hand to deliver an you exceptional customer experience.

In fact, you will be allocated a designated Customer Support Network, giving you a dedicated contact for any support you may require.



CUSTOMER SERVICE EXECUTIVE

Your Customer Service Executive is your day to day contact. They will help you resolve any aftersales issues, arrange replacement parts, update you on the progress of your orders and be your go to person for general customer service.



ORDER PROCESSOR

Your Order Processor is tasked with checking and processing your Endurance Orders. Whether you choose to order using our online system or elect for a traditional paper order form, your Order Processor will check your order and get things moving.



SERVICE CALL ADMINISTRATOR

In the rare instance where you experience product issues post installation, your Service Call Administrator will liaise with your customer direct. Arranging for an Endurance Service Engineer to attend site and fix the problem.



TECHNICAL SUPERVISOR

From installation support to general technical questions, your Technical Supervisor will be on hand to support you and provide you with the knowledge you need to sell and fit with confidence.



BUSINESS DEVELOPMENT MANAGER

Your Business Development Manager will work with you to help grow your Endurance Door sales and build your brand. From advice on showroom support and website presentation, your Business Development Manager will be your business consultant.

HERE WHEN YOU NEED US

We understand that your business never sleeps, that's why our innovative Trade Hub is available 24 – 7.

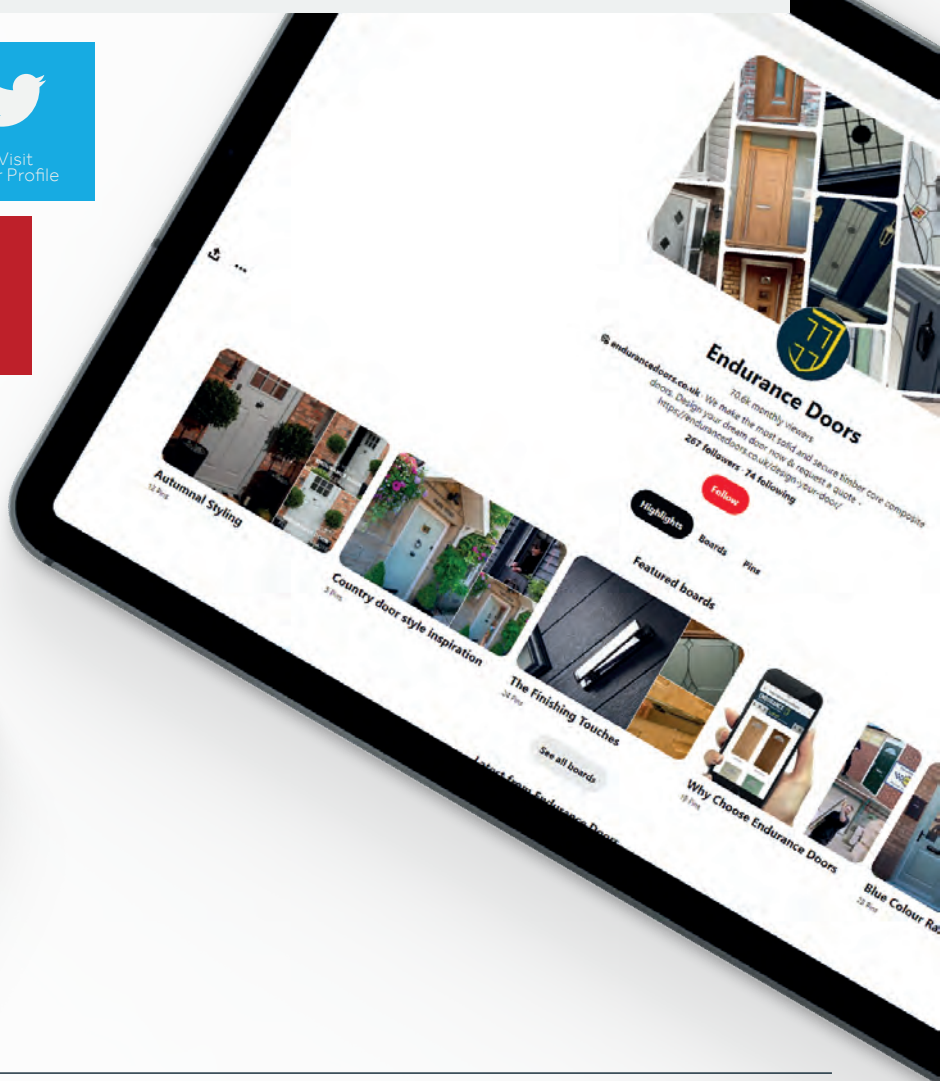
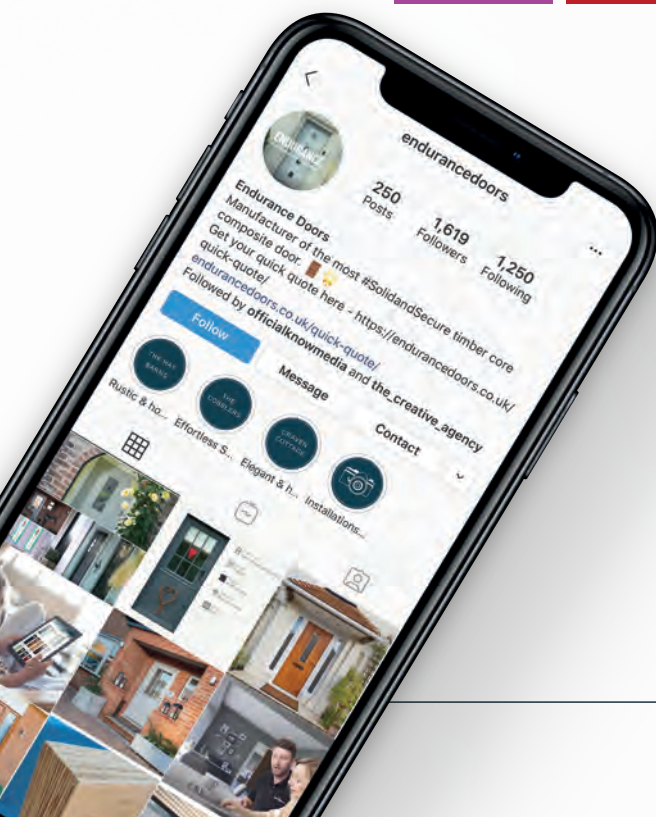
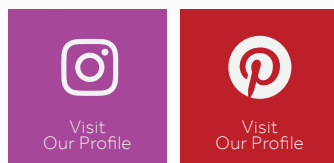
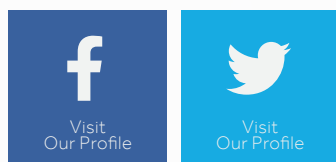
Message your Endurance Customer Support Network, request call backs, access useful Endurance information and more.



WE'LL KEEP IN TOUCH

In order to keep our customers up to date, we use various channels of communication. We will regularly email you with important business updates, post useful content on our Trade Blog and share interesting insights with you via our social media channels.

As one team, we understand that keeping in touch with our Trade Partners is important – we will always share any information with you that will benefit your business.



INTERESTED IN JOINING OUR TEAM?

If you are a professional installation business who is looking for a desirable and reliable door product, we would love to hear from you.

From delivering you a fantastic product to offering you a best in class customer experience, we see ourselves as more than just a manufacturer. Our team have the experience and the tools to add value to your business.

If you would like to hear more about what we can offer, contact your relevant Business Development Manager using the contact details below to find out more:



NORTH OF ENGLAND & WALES

Name: David Croft
Telephone: 07917 463 778
Email: david.croft@rocal.co.uk




MIDLANDS & WALES


Name: Gary Baldwin
Tel: 07795 114 092
Email: gary@rocal.co.uk





SOUTH OF ENGLAND

Name: Alan Hague
Tel: 07957 569 636
Email: alan@rocal.co.uk

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Solid & Secure Composite Doors