



Floor Restore
Oxford Ltd

Total Floor Care Specialists:
Natural Stone • Wood • Amtico • Carpets & Upholstery

Our Commitment to You

As a client of Floor Restore Oxford Ltd, we want you to know that you have the right to expect the following standards from us:

1. You will receive professional, yet friendly, courteous and totally excellent service. You will be respected as a person and never taken for granted.
2. You will find us honest, truthful and “up-front” with you at all times. Only services and products that will benefit you greatly will ever be recommended.
3. Your perception of our performance is always the reality.
4. Your investment in our services and products will always be rewarded with exceptional quality and workmanship that will add significantly to your environment.
5. You will never be at risk on any investment with Floor Restore Oxford Ltd.
6. You will rarely find our services to be the cheapest on the market. You will however, always get the best quality and value to give you real benefits.
7. Your communication with us will be acknowledged before the end of the next working day.
8. We will communicate with you frequently as we build a win-win and long-term partnership to help keep your environment a clean and healthy environment.
9. Every Team Member at Floor Restore Oxford Ltd has the authority and ability to make decisions for you, on the spot, with-out the need for referral.
10. As you refer your friends and colleagues to Floor Restore Oxford Ltd you're assured they will also receive Our Commitment, so you can feel good about referring.
11. Your feedback is critical to our continual ongoing improvements. If we make a mistake please tell us (but, please give us praise when we do well). Your ideas, comments and suggestions are always wanted by our Team. We want to set the standard, but if we do make a mistake you can be assured we'll learn from it and correct quickly.
12. By no means are these the only standards you are entitled to measure us by in fact, as we push the leading edge of our industry, you'll find we'll add more standards to give you the best service and best information possible.

Best wishes,

Richard J Nolan (B.A Hons) | Director



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