

Magnet Customer Dispute Resolution Process

We are proud of the products and services we offer, but understand that, on occasion, things do not quite go to plan. The process has 4 key stages:

Stage 1 – STORE

Issue Raised with local Store
Initial Response within **1 working day**
Resolution Action Plan & Timescales Agreed
Action Completed

✓ Resolved? Process Complete | → Not Resolved? Move to **Stage 2**

Stage 2 – HEAD OFFICE

Customer/Store raises issue with Customer Care
Tel: 01325 744093 | Email: ccenquiries@magnet.co.uk
Note: If Stage 1 has not been completed the complaint will be forwarded to the local Store
Initial acknowledgement within **1 working day**
Evaluation Form Completed & Complaint logged & reviewed
Assigned Contact with Customer
Resolution Action Agreed
Action Completed

✓ Resolved? Process Complete | → Not Resolved? Move to **Stage 3**

Stage 3 – FHIO

Customer refers issue to The Furniture and Home Improvement Ombudsman
Tel 0333 241 3209 | Email: info@fhio.org | Website www.fhio.org
Note: Does Not apply to Trade Purchases
Evaluation Form Completed by Customer
Complaint Independently Assessed
Contact with Customer
TFHIO Decision

✓ Resolved? Process Complete | → Not Resolved? Move to **Stage 4**

Stage 4 – HOCC

Customer refers issue to Magnet Head of Customer Care (HOCC)
Tel 01325 744093 | Email HOCC@magnet.co.uk
Evaluation Form Completed By Customer (if not already done)
Complaint Assessed – Senior Managers involved
Contact with Customer
Customer HOCC Response

Further Escalation for Finance Customers

If you remain dissatisfied following stages 1 and 2 above, and if your purchase was made using finance arranged via Magnet, you may raise the dispute with the credit provider. If you are dissatisfied with their response, and as your agreement is regulated by the Financial Conduct Authority, you also have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of the final response or 8 week holding letter. Further information and contact details can be found on www.financial-ombudsman.org.uk Please note that you may only refer the dispute to one Ombudsman.