

Our 7-stage service plan

Stage One: Specification

Our dedicated team of Specification Managers will help you choose the most cost effective and suitable products for your project without compromising on aesthetics and quality. To help you, our NBS specification writing service is available free of charge to guide you through all the detail. With our remote specification service the process is quick and easy. Simply send over your drawings and your local Specification Manager will provide you with a comprehensive spec tailored to your project. Remember, whenever you need advice of any kind, just call our helpful sales team, who can also provide you with product literature and samples.



Stage Two: Estimating

Our estimating service levels have never been stronger; it's our aim to never deliver a late quotation. And, because we pride ourselves on our attention to detail, our comprehensive quotations always give the most detailed breakdowns of materials and prices. Don't forget, our dedicated technical helpline is here to give you technical support on all our products at any stage of the estimating and ordering process.



Stage Three: CAD

Once your order is placed, our highly skilled CAD Technicians will prepare layout drawings. At this stage, you'll be given a dedicated CAD Technician to work with you throughout your project. Everything from dimensions, colours and drawings can be sent for your approval prior to manufacture.



Stage Four: Manufacture and delivery

We're committed to delivering your order as soon as we possibly can, wherever you are in the World. With that in mind, we've invested £5m in state of the art machinery – allowing us to streamline our manufacturing process to make it more efficient than ever before. 100% on time, in full with no errors is our aim and we monitor our performance closely to ensure we can deliver on this.



Stage Five: Installation

Our highly responsive technical helpline is here to give you technical support throughout the installation process. It's worth remembering that although we're a supply only company, if you need fitting too, there are Accredited Installers we can recommend who have vast experience installing our products. Accredited Installers undergo a rigorous training and approval process so you can be assured of a top quality job.



Stage Six: After sales support

Once your products have been delivered, we'll give you your own dedicated point of contact to efficiently deal with all your after sales needs. Attentive and highly empathetic to your needs, they'll ensure you're completely happy at all times with our service. However, if you're not satisfied, for whatever reason, rest assured we offer replacements within 48-hours. Our friendly and helpful Customer Service team will be in touch with you 48-hours after delivery to ensure everything is in order.



Stage Seven: Spares

Our spares website has been created to make it as easy as possible for you to purchase spare items for your Venesta products. Whether it's a toilet cubicle lock, a pedestal leg, headrail end caps, washroom cubicle hinges or door buffers, it's easy to find what you are looking for on our Venesta spare parts website (www.venesta-spares.co.uk).



You can call us on +44 (0) 1474 353333.

One final thing, at Venesta, we appreciate customer feedback; it helps us to ensure we can continue to improve what we do in line with your needs. So, if you have any comments on our products or service, we want to hear them.

Venesta