

*Jacuzzi*®

**CUSTOMER COMPLAINT POLICY**

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At Jacuzzi® we pride ourselves on designing and manufacturing the highest quality products and providing the highest level of customer service standards. Unfortunately though, sometimes things can still go wrong. If you have a concern or complaint, we are here to help resolve your issue as quickly as possible.

To tell us about your issue, please complete the form in the support section of our website at <https://www.jacuzzi.com/en-gb/owners-center/support.html> or call our **Service Team on: 0113 272 7430** for us to find your customer record and investigate your query quicker and easier, please provide:

- **Your name and address**
- **Contact details**
- **A clear explanation of your concern/complaint**
- **Your expectations of a resolution**
- **Any other detail you think is appropriate to support your request**

We will acknowledge your complaint and aim to have a resolution for you within 72 working hours of your submission. We will keep in contact and update you regularly as our investigation progresses and if we need any further information from you to help our investigation.

If you are not satisfied with the resolution we have provided or feel we haven't provided a resolution, you are entitled to refer your complaint onwards. You can either contact your local Citizens Advice Bureau or trading standards.

Find your local trading standards office here:

<https://www.gov.uk/find-local-trading-standards-office>

**Or contact the Citizen Advice consumer helpline on [03454 04 05 06](tel:03454040506).**

You can also report a trader to trading standards through Citizens Advice Consumer helpline.

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If your complaint is regarding the finance you have been accepted for through Jacuzzi® Spa & Bath Limited or one of our approved retailers, it will be forwarded to the relevant provider. Alternatively, you can go directly to your finance provider to raise your complaint. If you are not satisfied with the outcome and you wish to take it further, you can raise your complaint with the Financial Ombudsman Service. This is a free and independent service which handles complaints on a range of financial matters.

Please note that if you wish to refer your complaint to the Financial Ombudsman Service you must do this within six months of the date of our final response.

**Their contact details are:**

**The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR**

**Tel: 0800 023 4567 or from a mobile: 0300 123 9123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**

Consumers do not have to accept the decision made by the Financial Ombudsman and can keep their right to go to court. However, if the decision of the Financial Ombudsman is accepted then it is binding both you and us.

***Jacuzzi***<sup>®</sup>

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