

# Our Customer Charter

At Qualis Homes, we're committed to ensuring all customers receive a personal, quality service.

Both our Customer Charter and Customer Journey are designed to deliver the best possible experience for you, our customer, from your very first contact with us, all the way through to living in your new home.

We comply by the principles set by the Build-Zone Code of Conduct for Home Builders. A copy is provided in your Customer Manual or can be accessed through the link below.



Provide friendly and professional advice when helping you choose your new home. Giving you the detailed information and options you need to make an informed decision.



Take you through your home demonstration shortly before you move in. This is where we show you all the features of your new home and how they work.



Ensure our staff are well trained, with the knowledge to help guide you through your customer journey.



Explain the Qualis Homes 2-year Warranty, including 24-hour emergency assistance cover, and the Build-Zone 10-year warranty.



Strive to ensure that our advertising and marketing material is clear and truthful.



Provide information about our aftersales service, including how to contact us and the service we offer for routine issues and any emergencies that may arise.



Provide Health and Safety guidance before visiting, or moving into, sites with ongoing construction.



Ensure our contractual terms and conditions are clear and fair, including information about refund and cancellation policies.



Communicate with you in a clear and consistent manner throughout your journey, so you know what to expect, and when.



Listen to your customer feedback and value all suggestions.



Provide you with a Qualis Homes Customer Manual, which is full of essential information to help guide you along your customer journey.



Tell you about our policy for managing potential complaints, which we strive to resolve as quickly as possible.



Invite your suitably qualified representative to a pre-completion check, if requested.



Always treat you with the respect you deserve and ask that you show our colleagues and partners the same courtesy.



**Scan here to find**  
The Build-Zone Code of Conduct