

DureyService®

This is a very different kind of service for the manhole cover and grating industry. It gives buyers peace of mind. It means your order has been processed, manufactured or sourced, and delivered by professional and caring people. **Professional** in that they are fully trained, qualified and experienced in the trade and have all the equipment or instruments needed to perform these tasks. **Caring**, because they want you to receive the correct goods **first** time, and **on** time. This may mean we ask a few more questions of the proposed usage of the products and clarify if you need any special accessories such as lifting keys.

This passion runs from start to finish. Your call will be answered quickly and efficiently. We know our products and all relevant information regarding any item will be at hand. Many staff have over 20 years experience each.

Our order processing system is the most **flexible** in the industry. Changes can be accommodated right up to actual delivery. We now have a dedicated delivery/site liaison manager to ensure the smooth running of your delivery. Any outside transport we use are only added to our approved list after extensive assessment and testing.

The products you require will mostly be in stock due to the success of our unique stock-usage monitoring system. This results in quicker delivery times. Last year we recorded 97% of deliveries **on time**. All products are delivered in a manner that ensures damage is unlikely. Driver offload is available at an extra cost.

You will receive our invoices on time and in a format that suits you. We can invoice electronically if this is your preferred method. We accept Payment Cards (with electronic submission of VAT data if required), all major credit cards, cleared cheques or cash. Our credit facilities are very generous. All we ask is that you conduct your credit account professionally and keep your payments up to date.

After delivery we are still with you. Maybe you require one more item that must match the original order, or maybe you now require more lifting keys or replacement locking screws. Maybe you miscounted the number of units required (it happens!) or your client changes the specification at the last minute. We treat your small orders with the same **respect** and vigour as your large orders.

So there you have it: Professionalism, Care, Flexibility, On-time, Respect.

Try **DureyService®** for yourself. It comes free with every order!