



The Mission

To be the highest quality, quickest response and lowest cost provider of Signs, Full Colour Vinyl Graphics and Labels that meets or exceeds customer needs and expectations.

Quality Policy Statement

It is the policy of Lambourne & Son Signs and Stikerz.co.uk to provide Signs, Full Colour Vinyl Graphics and Labels to such a quality that will ensure full customer satisfaction with our level of service.

Our primary goal is to meet customer requirements at a cost acceptable to the company and our customers which will lead to a sustainable competitive advantage and a reputation for quality, such that Lambourne & Son Signs and Stikerz.co.uk are acknowledged as a reputable organisation.

To achieve a consistent high quality requires a systematic and disciplined approach by all employees. It is part of the company training, organisation and review procedures that this policy is understood, implemented and maintained by everyone in and associated with the company.

Guarantee

We base our estimates on using the best and most effective materials available to provide you with a quality product. Feel free to discuss with us any alternatives you have in mind which will then become negotiable, but please note we have a minimum quality standard which is used to protect our reputation.

We will replace any faulty / damaged goods supplied by us free of charge unless the fault / damage is caused by vandalism or extreme weather conditions, which should be insured by the customer. We will carry out work at 2% less than any other contractor on a like for like basis (a bona fide quote as proof may be required), and as long as this is agreed prior to invoicing, with a written order including legitimate number.

We will fulfil a contract, to a customer's budget price (see above). Where we accept to carry out work to certain companies or institutions prior to an order being issued (to facilitate urgent completion) we will negotiate a fair price in agreement with the customer.

All of our work, is carried out by fully qualified staff, on site work is covered by our Public Liability and Third Party Insurances, as legally required.

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