

On-line Complaints Procedure

We strive to provide a first class service and complete satisfaction to all our customers every time they trade with us directly or via our online shop. In the unfortunate event that this is not the case and a customer feels that they need to complain, we welcome your comments so that we can improve our business wherever possible. Under these circumstances, in the first instance, please call our Sales Office on 00 44 (0)1403 790 661 or email sales@fclane.com and the issue will be immediately directed and or escalated as appropriate. We promise our customers that we will always do our very best to rectify any problems that arise quickly and efficiently to the customers complete satisfaction.

If the problem cannot be resolved satisfactorily by contacting us directly, and the initial transaction was conducted via our online shop, then the Online Dispute Resolution Platform (the ODR Platform) is available for use by consumers and traders where disputes concern online sales and services contracts between consumers and traders in the European Union. The Platform offers a simple solution for both parties to settle their online disputes without the need to go through lengthy and costly court proceedings. The ODR Platform can be accessed here: [ODR Platform](#)