

Our commitment to you

At Snap-on UK each of our customers is important to us, and we believe you have the right to a fair, swift and courteous service at all times.

We are in receipt of your complaint and we will deal with it promptly, effectively and in a positive manner.

Snap-on Complaints Procedure

1 We will acknowledge your complaint within 5 working days of receipt of your complaint.



2 We will investigate your complaint and, if we are able to do so, send a final response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.



3 We will endeavor to send a final response to you within 8 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.



4 If more than 8 weeks from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

Financial Ombudsman Service (FOS)
Exchange Tower
London
E14 9SR

You must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.