



Charis

Improving
lives together



Kitchen Appliance Fulfilment Process



- Customer should be supported to check the advertised appliance will fit in their home before placing the order on the Charis Shop.
- Order is received and is placed with supplier by Charis within 10 working days.
- Supplier contacts customer by SMS/email/telephone with a link inviting customer to book delivery.
- If customer has not responded after initial contact attempt, supplier calls/emails/SMS customer at least once every 2 working days.
- It is really important the customer engages with the communication so they can book their delivery at a date that suits them.
- If customer has not engaged to book delivery within 14 days of order being placed, the order is cancelled.
- Charis withdraws order.
- Withdrawn orders are subject to an administration charge.

Successful Delivery of a Kitchen Appliance



- Customers receive an SMS/email/call and are invited to book a delivery at a time that suits them. Organisation SMS/email details can be given at the point of order if customer needs support. Mobile numbers are preferred to landlines and an email address should also be given.
- When booking delivery with supplier, the booking portal/team will ask questions to confirm the appliance can be successfully installed – it is important that these are answered correctly.
- Customers need to check they have the relevant gas or electric connection for cookers, correct pipework for washing machines and space to fit the new appliance.
- There must be a clear pathway through the home to the location of the new appliance.
- Any stairs and parking/access restrictions should be shared with supplier.
- Customer must be at the property to receive the appliance. Customers receive reminder SMS/emails to confirm booked delivery date and to give a time slot for the day of delivery.
- Customers can only amend delivery dates with the supplier in advance. A delivery date that is rearranged after 2pm on the day before the booked delivery date, is classed as a failed delivery. This is because the appliance will already have been loaded/transported and an engineer booked.



Thank you

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