


69 Wilkinson Drive Kesgrave Ipswich IP5 2DS	Quality Assurance Statement	 Olive Air
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Quality Assurance Statement

Olive Air Ltd has a policy to supply and install all goods and services to the highest standards.

It is our policy to do all that is reasonably practicable to:

- Ensure all work is completed to the highest standards
- To only supply goods from high quality sources
- To check all works, goods, and services for high standards before signing off to the client

In particular, it is our policy to:

- Have each job signed off by a supervisor or foreman before hand over to the client.
- To have a formal complaints procedure in place, which is dealt with by the Managing Director to ensure customers receive the high standard of workmanship they expect
- Purchase all goods and materials from reputable sources and check for quality before fitting
- That agreed standards when contracts are exchanged are upheld in all elements of the works.
- That the client must sign off on the standard of the work before full handover is made

YOUR COMPANY pride themselves on the quality of their workmanship and finishes. All issues regarding quality are dealt with, and an amicable outcome reached within 14 days of a complaint being raised.

Name: Tom Oliver

Position: Director

Date : 20/05/2022

Signed: *TOliver*