



Making it even easier to do business

We are always improving our services and support through listening to our customers.

From 2nd November 2020, we will be making beneficial changes to improve the way that we support our customers further.

We are making it even easier to do business with us by creating one point of contact for each service we provide.

Cabinet Sales

01553 817 100

sop@williams-refrigeration.co.uk

Coldroom Sales

01553 605 510

estimating@williams-refrigeration.co.uk

Warranty / Service

01553 817 150

service@williams-refrigeration.co.uk

Spares

01553 817 017

spares@williams-refrigeration.co.uk

Transport/Delivery

01553 817 108

transport@williams-refrigeration.co.uk

Bulletin

TRANSPORT

As part of our ongoing developments in customer service, we will launch a new and improved delivery service for all our appliances in order to better meet the needs of the market. This new tailored service will offer more frequent despatches across all our transport zones.

Upon placing your order, we will confirm specification, advise stock availability and the day of delivery based upon the 'transport zone' map, included as part of this document.

This will enable you to pre-plan access and site availability for customers or Project Managers/Installers.

The Williams logistics team are available from 8-30am – 5-00pm Monday to Friday.

Standard kerbside delivery remains free of charge.

If the installation/set to work option is chosen then please update us if there are any changes such as access issues, steps or parking restrictions, so that we can make your delivery as smooth, fast and efficient as possible to avoid any delays as well as helping to avoid potential costly aborted deliveries. *Please refer to our updated Site Survey guide.*

We also offer a range of bespoke delivery options which are outlined in our price list or priced on application.

CALL 01553 817 108

transport@williams-refrigeration.co.uk

DELIVERY TRACKING

Having invested in this new delivery service, we have also made it easier to stay informed and up-to-date on where your appliance is through our live tracking system.

You can track the progress and expected time of delivery from the order acknowledgement, once initiated, via a visual tracking display. *We require both the email address and contact number for the final destination to ensure the delivery arrangements run smoothly.

Once delivered you can receive an update via email with your proof of delivery. Deliveries can be tracked via the Williams website.

www.williams-refrigeration.co.uk

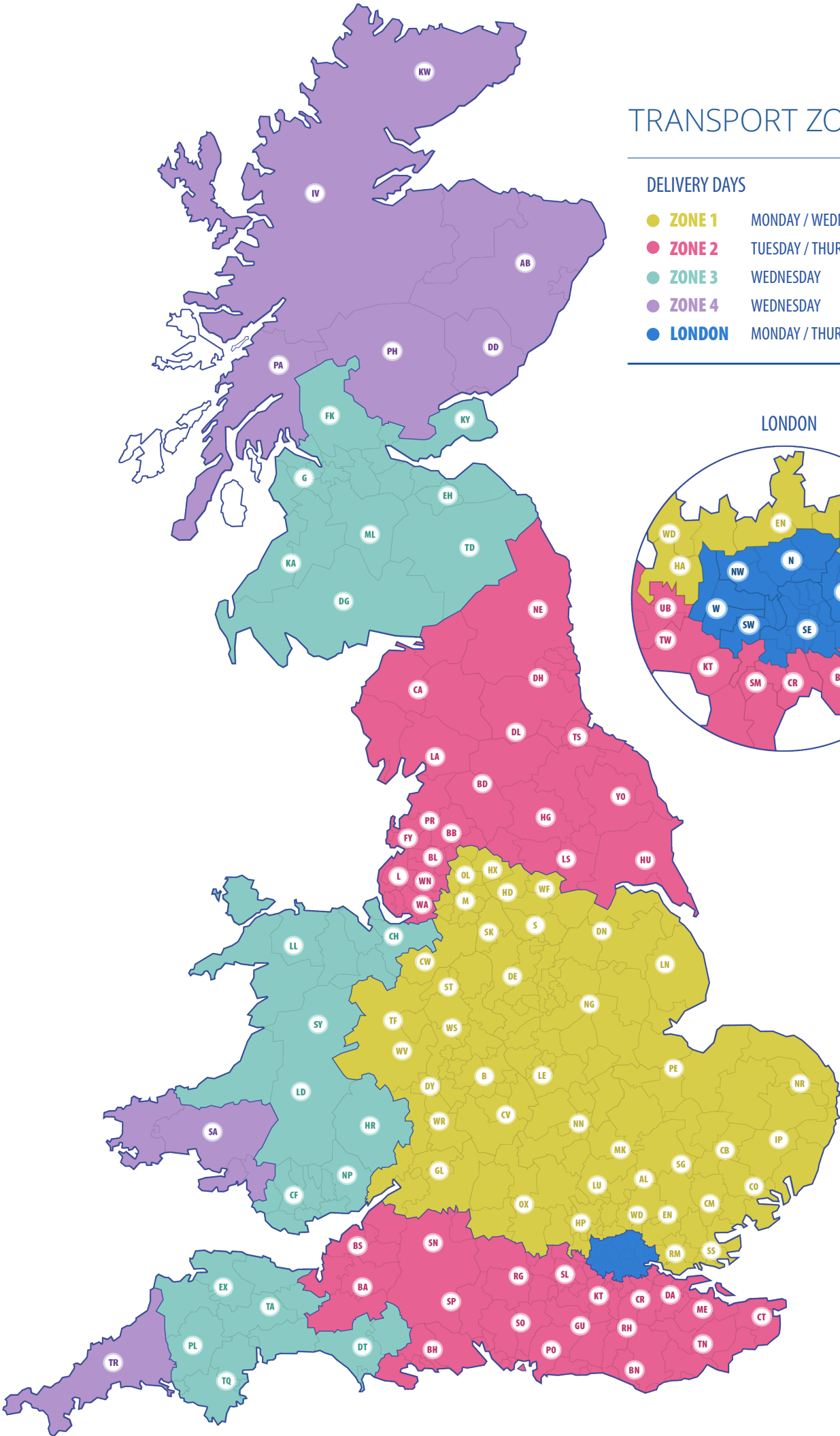
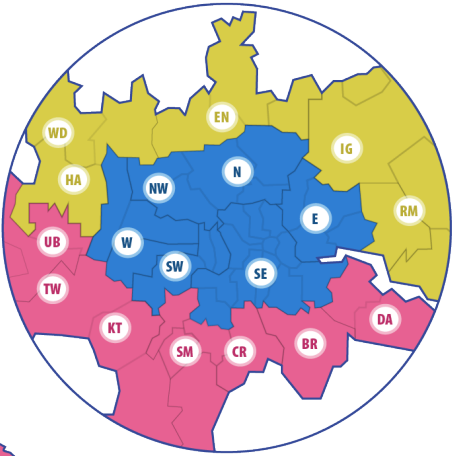
**Your data will not be used for marketing purposes but solely for the delivery of your order.*

TRANSPORT ZONE MAP

DELIVERY DAYS

- ZONE 1** MONDAY / WEDNESDAY / FRIDAY
- ZONE 2** TUESDAY / THURSDAY
- ZONE 3** WEDNESDAY
- ZONE 4** WEDNESDAY
- LONDON** MONDAY / THURSDAY

LONDON



CABINET SALES

We have one of the most extensive ranges of cabinets, counters and multideck appliances in the industry and hold over 2,000 units, which are available for immediate despatch from our factory and head office in King's Lynn.

When calling the Cabinet sales order number, our knowledgeable and experienced colleagues will assist with product information, stock availability, pricing and delivery schedules.

All existing trade accounts held with our regional contracting units will remain open and accessible across all our offices.

CALL 01553 817 100

sop@williams-refrigeration.co.uk

COLDROOM SALES

We now offer a central contact number and email address, while still operating with regional offices to maintain our National service with local support.

This allows us to ensure your enquiry reaches the correct office, estimator or project manager. All coldroom contract support will remain at the high levels you expect from the market leader.

CALL 01553 605 510

estimating@williams-refrigeration.co.uk

Should you wish to contact our regional offices directly for local coldroom support:

Edinburgh	0131 659 6500
Doncaster	01302 830 130
Wateringbury	01892 835 525

SPARES

We pride ourselves on our speed of response for technical support and spare parts availability. We have an extensive inventory of spare parts, and are regularly supporting product that is over 20 years old.

Orders placed for off the shelf parts before 3.30pm are despatched overnight and all prices quoted include carriage. Our spares department is open from 8.00am -5.00pm.

CALL 01553 817 017

spares@williams-refrigeration.co.uk

WARRANTY / SERVICE

We have centralised our regional warranty support and technical service into our King's Lynn Head Office.

This 'Centre of Excellence' will support you and your customers for cabinet, multideck and coldroom warranty and service.

We have extended our opening hours - you can now speak directly to our technical support team between 8.00am – 5.00pm.

We maintain our own team of factory trained, and highly qualified engineers. They are supported by a national network of fully approved specialist service partners, all of whom use the latest technology for speed of response and reporting.

CALL 01553 817 150

service@williams-refrigeration.co.uk

We take great pride in offering market leading service and support. We hope these small changes will make a big difference when ordering from Williams. We're always here to help and go the extra mile to make it even easier to do business with us.

Thank you for supporting the Williams brand as we look forward to continuing to work with you in the future.



www.williams-refrigeration.co.uk