

CUSTOMER CHARTER

Our commitment to you!



OUR CUSTOMERS HAVE ADVISED US WHAT IS IMPORTANT TO THEM:

- Ensuring our services and products perform as expected.
- We keep our promises.
- Keep you updated throughout.
- Treat you fairly, professionally and with respect.
- Understand your circumstances and needs.
- Give you sufficient information and guidance to enable you to make informed decisions.

WE WILL:

- Be totally upfront about what our services can do for you from the start.
- Ensure our Auction Specialists, documents and websites are totally clear on fees so there are no hidden surprises.
- Use our auction and property knowledge/expertise to help you achieve a price you are happy with.
- Talk you through the process and provide information by email, post, and on our website to help you with your decision making.
- Keep in touch so that you are with us every step of the way.
- Strive to get it right every time, and acknowledge and work with you to put it right if we don't.
- Work in-line with General Data Protection Regulations 2018 as keeping your data safe and secure is our priority.

iamsold

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The Auction Department is the Trading Name of IAM Sold Ltd Registered Company in England and Wales.
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Please be advised that calls made to and from IAM Sold are recorded for training and monitoring purposes.

