

## Additional peace of mind.

Here at Team HG, we pride ourselves on doing right by our customers and that's why as well as all of our products coming with an industry-leading warranty as standard, you are then further covered by our in-house HG Guarantee for their specific application. Ultimately, we want you to be fully satisfied with the service and products supplied, as a long-lasting, working relationship between yourselves and Team HG is what we aim to achieve. The initial recommendation of products for your project will always be best matched to the specific performance that is required.

Choosing products that don't match this, only leads to issues later down the line therefore you can be reassured that the products and applications offered by Team HG will be covered by our HG Guarantee and we will cooperate fully with manufacturers and installers to put things right when it does go wrong.

As manufacturer authorised, endorsed, and preferred installers we hold accreditations that ensure we are approved by these companies for our method of application of their products and that they carry their own industry leading warranties.

Our customers are advised on good aftercare practices, and should this be followed we have complete confidence in our offering, meaning peace of mind alike for our clients that the solutions provided are going to continue to be just that, solutions, and not cause them any problems.

We are always on hand to help, we're here for you long after your project leaves the workshop, and our customer service extends way beyond the completed job as we ensure complete customer satisfaction is at the forefront of everything we do.

## Our values

Team HG's tag line is 'where passion meets perfection' this remains true for every aspect of the business, and it starts with our team. To deliver perfection the team have a genuine passion for their area of expertise. They own their responsibility and more than pull their weight towards the overall customer experience that we pride ourselves on. Nothing is more important than our team and we are looking for patriots of the HG brand when we look to welcome a new member in. We look for those who can join us in our mission, really get behind the bigger picture and have respect for and live by our values.

### We're Loyal.

To our customers, to the project, to our word, to each other and to the HG Brand!

### We work in harmony.

With our customers and across departments. We offer help and support to our colleagues when it is required.

### We take extreme ownership.

Of our own area of expertise with the understanding of the ripple effect this has throughout HG.

### We strive for continuous improvement.

In our own abilities and in working practices. We are growth orientated.



**Gavin Cocliff**  
Company Director