

# The perfect partner, for your project

We're AluK, an aluminium systems company with a comprehensive range of products for both residential and commercial projects.

From windows, doors and curtain walling to bi-folds, sliders and verandas, we design and test all our products before selling materials on to our network of partners. These partners then manufacture the product to order, and in accordance with our strict guidelines.

Rather than you - the customer - buying directly from AluK, we'll talk to you about your requirements and then recommend one or more of our partners, who best meet the needs of your project. Our preferred partner will then become your helping hand through the project, best understanding exactly what you need, and in more detail. They will help by answering any questions you may have about the product and the process, as well as providing you with a quote.

## A **step-by-step** guide to buying AluK products



Visit [aluk.co.uk](http://aluk.co.uk) to check out our great range of products



Call or email AluK, and we'll recommend one of our partners



Contact the partner direct, to discuss your requirements



The partner will provide all technical information, as well as a quote

## Choosing your perfect partner(s)

We'll always do everything we can to carefully select the partners right for you in our network, however, it's difficult for us to have complete visibility of their ongoing manufacturing processes and quality standards. So, we highly recommend that you also do your own research.

Once we've given you a list of partners, here are our suggestions to ensure that you make the right decision for you and your project.

## Asking the right questions

It's important that you make sure any information provided is detailed, and that you know exactly what's included in the quote. It's useful to ask questions like;

- › What glass specification is included?
- › How will the window/door open, close and lock?
- › What guarantee/warranty is included?

## Getting **local** references

Ask the partner to recommend some of their recent customers, who may be willing to talk to you about their experience and even show you their own project.



## Researching **online**

A quick search online will bring up a wealth of information. Reviews of the partner you're considering using can also be a helpful source. Once you're happy, it's time to make the all-important decisions and kick-start the project!

When the project is underway, you'll be working directly with your chosen partner who will also handle any issues or complaints. In the unlikely event that you should have any, please rest assured we'll be very active in supporting you and the partner to resolve them.

For more information, visit [aluk.co.uk](http://aluk.co.uk) today. Then to begin your enquiry, simply email [info.uk@aluk.com](mailto:info.uk@aluk.com) and we'll get the ball rolling!