

# Why choose AKW?

**AKW**  
Life Made Better

At AKW we are passionate about improving the quality of life through independent showering, daily living and kitchen solutions. With over 31 years' experience in inclusive design, our name is synonymous with innovative design, easy installation, high quality and safety.



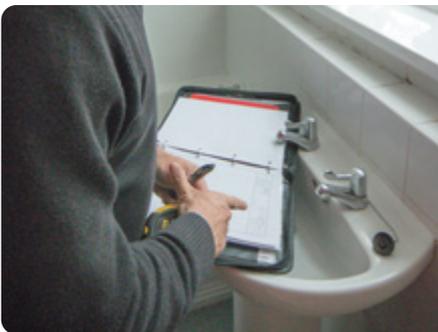
## EXPERIENCED CUSTOMER SERVICE CENTRE

- + 24 UK based members of staff who are our first point of contact for all customers
- + 6 dedicated regional teams
- + Average call wait time is 12 seconds



## 24/7 ONLINE ORDERING

- + Available 24/7 via computer, tablet or mobile
- + Generate quotes online with your individual account pricing
- + Select delivery date or click and collect from our trade counter



## EXCELLENT SURVEYING SERVICE

- + AKW has a specialist surveying team covering the whole of the UK
- + Surveyors carry ID cards with Braille and wear AKW branded work wear for clear identification
- + Within 5 working days of a site visit, AKW provide a 2D (3D for kitchens) computer-aided drawing of your new bathroom or kitchen



## EXTENSIVE STOCK LEVELS

- + Recently extended warehouse space, now 105,000 square feet
- + 2,955 product lines stocked in our midlands warehouses
- + Same-day collection available from our Trade Counter
- + Over 40 warehouse staff, working day and night



## NEXT DAY DELIVERY OPTION

- + Next day delivery available on stocked items
- + Order cut off 2.30pm the day before Monday – Friday



## PRODUCT DEVELOPMENT FOCUS

- + Devoted to listening to market needs and making it a reality
- + Over 880 new product lines launched between 2018-2019



## TECHNICAL AFTER SALES SUPPORT

- + Dedicated team of technical advisors providing expert knowledge and advice
- + UK based training team completing on average 100 training sessions at customer sites



## TEAM OF MAINTENANCE ENGINEERS

- + Nationwide team of maintenance engineers with decades of experience
- + Visit time for a maintenance call is three working days, from receipt of full information



## DEDICATED TRANSPORT SERVICE

- + AKW operate a dedicated fleet of over 40+ delivery vehicles nationwide providing a door-to-door service
- + In 2019 we made 92,638 deliveries with 99.84% delivered on time in full
- + Two national distribution warehouses delivering products direct from the warehouse to the customer



## COMMITMENT AND GUARANTEES

- + All AKW products are designed, tested and certified to be the very best
- + AKW offer lifetime warranties on a majority of our products and we are committed to regulatory compliance, product safety and environmental efficiency



If you would like to arrange a visit or speak with AKW please call **01905 823298** or visit [www.akw-ltd.co.uk](http://www.akw-ltd.co.uk)  
Or order online at [orders.akw-ltd.co.uk](http://orders.akw-ltd.co.uk)

**AKW**<sup>®</sup>  
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