

All Claim forms must be returned to the Head Office – address on the right

**A E Energy Solutions Ltd**  
Unit 9 Greenhill Court  
Springmeadow Business Park  
Rumney  
Cardiff  
Tel: 029 20362442  
Email: info@aeinsulation.co.uk



### Complaint or Claim Form


Whilst we appreciate you may not have all the information available to complete this form in full, missing information may result in delays in looking into the problem.

Name :		Date :	
Address :			
Post Code :			
Home Telephone :		Mobile :	
Work Telephone :		Fax :	

The more numbers you can provide us with the better.

E-Mail Address :	
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How would you prefer us to communicate with you via;

 (Please Tick)

- Phone  Fax  Post  Email

Your Reference Number :	
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Please provide details of the complaint/problem you are experiencing:  
*If there is not enough space please use a separate sheet.*

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When was the work carried out	
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Do you know the names of the operatives :	
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What did the work involve : (e.g. Cavity Wall/Loft Insulation, flat roof, PVC Fascia's, etc.)	
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Please provide brief details of any communications you have already had with any of our offices regarding your claim/complaint (dates/times etc.):

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If the problem involves water ingress or damp etc, have you checked for any obvious fault which you consider to be our fault or not;



(Please tick) Yes  No

Please do so before we come out. If yes, please give details :

A fee of £50 is payable before a site visit to investigate the problem, if the problem is proved to be of our making it will be reimbursed. Therefore please enclose a cheque or call AE Insulation on 029 20362442 to pay the above amount. If during the investigation, the problem is proved to be of our making, the inspection fee will be returned via the method in which it was received.

Whilst every effort will be made to keep all time and appointments made, occasionally things do go wrong. We accept no responsibility for any losses incurred in investigating the claim/complaint. We also do not accept any cost incurred for temporary repairs etc. carried out without our knowledge and approval.

By completing and returning this form by post or email you are deemed as having accepted our term and conditions.

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