

Our commitment to you.

We work with you to deliver the best possible customer experience. We aim to deliver the best possible service at all times, by meeting your expectations for delivery. Our agreement is our commitment to you.

*A working day = 09:00 - 18:00 Monday - Friday

SERVICE ELEMENT	SLA	STARTING POINT	COMPLETION POINT	UNIT
First call placed to keyholder	48 working hrs (excl. w/ends)	Order placed into FA system	First call placed	Hours
Earliest appointment availability offered	3 working days	Successful call with keyholder	Earliest appointment offered	Days
Sample photographers sent to agent	24 working hours	End of appointment	Samples sent from FA system	Hours
Floor plan sent to agent	9 working hours	End of appointment	Floor plan sent from FA system	Hours
Final photographs sent to agent	9 working hours	Agent selection of sample photos received by FA	Final photos sent from FA system	Hours
Smartviewing booking link sent to agent	24 hours	End of appointment	Smartviewing booking link sent from FA system	Hours
All assets delivered (vendor availability permitting)	7 days	Order placed into FA system	All assets sent from FA system	Days

CONTACT

General queries & support

Live chat via the [FocalAgent Hub](#)
 Email: Production@focalagent.com

For escalations please contact

Email: Production@focalagent.com

Opening hours

09:00 - 19:30 Monday to Friday
 09:00 - 17:30 Saturday & Bank Holidays
 Closed Sundays

All vendor queries should be passed to yourselves in the first instance.

