

# Carl's Carpentry Customer Charter

**At Carl's Carpentry, we follow the CRAFT principles to create beautiful, functional spaces that last. Here's what you can expect:**

## ☒ **Clear Communication**

Transparent pricing, regular updates, and agreed changes only.

## ☒ **Reliability**

Punctual, tidy, and respectful of your time and home.

## ☒ **Attention to Craftsmanship**

Exceptional quality, durable materials, and no corners cut.

## ☒ **Flexibility**

We adapt to your evolving ideas with clear agreements.

## ☒ **Trustworthy & Professional**

DBS-checked team with a "clean as we go" approach.

## **Working Together:**

Communicate openly, provide access, follow the payment schedule, and trust us to deliver!