

Technical Department

Technical Advice

Parts Lists

Installation Support

Thank you for using Richard Burbidge Stairplanner© and planning service. We hope that the information provided has helped you make an informed decision on the purchase and installation of our products.

Please take a few minutes to complete the following questionnaire, your feedback is valuable and will help in our continuous product and service improvement.

Stairplanner No	
Name	
Address	
Email	
Telephone	
How did you hear about Richard Burbidge?	
From the information received did you go on to purchase our products?	
If yes, which system i.e. bracket fix, fusion etc and what timber?	
If not, may we ask why?	

Where did you purchase from i.e. merchant, retail, installer/supplier?	
When was your house built? I.e. before 1800, 1800-1850, 1851-1900, 1901-1950, 1951-2000, after 2000	
Is your house terraced, semi-detached, detached?	
Did you install the product yourself. How long did the installation take?	
Did you use a professional. How long did the installation take?	
Would you have used a Richard Burbidge installation service if one had been available?	
How much would you expect to pay for an installation service?	
Did you finish i.e. paint, stain, varnish the stairparts yourself?	
Did you use a professional to finish the installation. How much did you pay for finishing?	
Would you have used a Richard Burbidge installer to finish the stairparts if one had been available?	

How did you rate Richard Burbidge stairplanner and the planning service?	
Would you recommend Richard Burbidge stairplanner and planning service to others?	
Any other comments?	

If you would like to discuss in detail any part of your project please do not hesitate to contact our technical department by telephone, fax or email Mon-Fri 8.30am – 5.30pm.

Your product guarantee will be sent by return post.

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