

12 REASONS WHY

At AKW we are passionate about supporting independent living with superior quality products that are practical, safe, beautifully designed and which improve quality of life by creating stylish living spaces.

With over 35 years' experience in inclusive design, our name is synonymous with innovative design, easy installation, high quality and safety.

As an established international organisation, we are constantly striving to improve our already exceptional levels of Customer Service and continuously developing the most extensive product range in the UK to make your life as a specifier, installer or customer easier, cementing our position as market leaders. AKW employ over 260 staff globally who are all highly trained in their field to best assist you, all of whom share in the principles above.

1 24/7 ONLINE ORDERING

Via computer, tablet or mobile at orders.akw-ltd.co.uk



Generate your own **personal account quotes** online

Select delivery date or click and collect



EDI solutions available

2 HELPFUL & FRIENDLY CUSTOMER SERVICE TEAM

UK-based team of **25**



3 dedicated regional teams

Quick call answering

No quibble product replacement policy (subject to T&Cs)

3 EXTENSIVE STOCK LEVELS

Our midlands-based warehouse is 3 million cubic feet

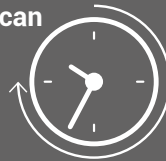


Over 4000 stocked product lines

Same-day trade counter collection available

Over 44 experienced warehouse staff

Orders received before 12pm can be shipped for next day delivery



ISO9001:2015 certification

4 BESPOKE NATIONWIDE DELIVERY SERVICE

30+

Dedicated fleet of over delivery vehicles

Delivery schedules to suit customer requirements

5 DEDICATED SURVEYING SERVICE

AKW has a **specialist surveying team** covering the UK mainland



Surveyors carry photo ID cards with braille and wear AKW branded work wear for clear identification

Computer-aided drawings provided, 2D for bathrooms and 3D for kitchens



6 PRODUCT DEVELOPMENT

Market leader in product research, design, and development

5% Turnover invested in product development every year

Over **90%** of products designed and developed in house



Devoted to listening to market needs and working with leading UK OTs and specialist organisations such as RNIB, Stirling & Salford universities

Solutions for customers with dementia & visual impairment

Ranges specifically designed for care and nursing homes

7

A TAILORED SALES APPROACH



3 External regional teams covering the UK

Enabling personalised account management



8

SHOWROOM & TRAINING CENTRE



2300 sqft showroom and training facility

Use of facilities to our customers for training days and meetings

Wide range of products on permanent display in room sets



9

SOCIAL & ENVIRONMENTAL RESPONSIBILITY

Staff involvement with community activity



Investing in ESG



International donations

Committed to reducing the use of plastics in our packaging



10

MARKETING SUPPORT

Bespoke customer brochures



11

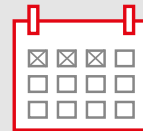
AFTER SALES – TECHNICAL SUPPORT AND MAINTENANCE

Dedicated team of technical advisors providing expert knowledge and advice



Nationwide team of maintenance engineers with decades of experience

We aim to visit within three working days for a maintenance call, from receipt of full information



12

COMMITMENT AND GUARANTEES

All AKW products are designed, tested and certified to all current standards



We are committed to regulatory compliance, product safety and environmental efficiency



AKW offer lifetime warranties on many of our products



Two DSDC dementia friendly accredited product ranges



ISO9001:2015 (Quality), ISO14001:2015 (Environmental), ISO45001:2018 (H & S), FSC and PEFC certified

AKW
Life Made Better

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AKW
ONE

One Supplier.
One Delivery.
One Design.
One Price.
One Stock