

We want our customers to be able to access our full range of support as simply as possible. To help you find the right person or department for your day to day needs we are clarifying the best route to follow so that you receive the quickest possible response.



### Customer Services

Tel: 0800 0512 711 Email: [ukorders@veka.com](mailto:ukorders@veka.com)

**Escalation** Anita Mahon (Sales Support Leader)  
Tel: 07917 651178 Email: [amahon@veka.com](mailto:amahon@veka.com)

#### Friendly and effective day to day support for

- Pricing and availability queries.
- Management of your orders from initial placing of order to safe delivery.
- Delivery queries.
- Understanding and set up of e-shop ordering.
- Coordination of returns.
- General product information.
- 1st line of support for all general queries.



### Account Management

Jacqui Shepherd Tel: 07500 012296 Email: [jshepherd@veka.com](mailto:jshepherd@veka.com)

Dan Liles Tel: 07850 064745 Email: [dliles@veka.com](mailto:dliles@veka.com)

Aled Davies Tel: 07702 551222 Email: [adavies@veka.com](mailto:adavies@veka.com)

John Hunt Tel: 07710 308031 Email: [jhunt@veka.com](mailto:jhunt@veka.com)

David Conroy Tel: 07557 489743 Email: [dconroy@veka.com](mailto:dconroy@veka.com)

**Escalation** Amy Steven  
Tel: 07739 217941 Email: [asteven@veka.com](mailto:asteven@veka.com)

Matthew Adaway

Tel: 07867 158028 Email: [madaway@veka.com](mailto:madaway@veka.com)

#### Making the most of working with VEKA through

- Accessing and promoting the right VEKA Group product offer, supported with proactive development of knowledge within your team.
- Understanding and, where appropriate, supporting your focus on your target markets.
- Support with Independent Network
- Ensuring understanding and engagement with the range of support services including marketing, and technical support.
- Exploring other opportunities to work together to increase sales/profitability/efficiency and long term success.



### Field Based Technical Service Support

Chris Smith Tel: 07880 065912 Email: [chsmith@veka.com](mailto:chsmith@veka.com)

John O'Neil Tel: 07798 747150 Email: [joneil@veka.com](mailto:joneil@veka.com)

Stefan Sorah Tel: 07702 551342 Email: [ssorah@veka.com](mailto:ssorah@veka.com)

Ian McNiffe Tel: 07798 747156 Email: [imcniffe@veka.com](mailto:imcniffe@veka.com)

**Escalation** Matthew Adaway  
Tel: 07867 158028 Email: [madaway@veka.com](mailto:madaway@veka.com)

#### Supporting your production quality and efficiency through

- Machinery/tooling audits and advice.
- Fabrication discussions focused on quality.
- Factory flow and machine optimisation audits.
- Product specific training and advice, including "Train the Trainer".



### Office Based Technical Department

Tel: 01282 725360 Email: [technical@veka.com](mailto:technical@veka.com)

**Escalation** Paul Kennington (Head of Technical)  
Tel: 07702 551265 Email: [pkennington@veka.com](mailto:pkennington@veka.com)

#### Providing a range of technical advice and information to support you and your customers' needs

- General Technical Enquiries.
- U-Value Calculations.
- Wind Load Calculations.
- Technical Manuals/Product Development.
- WinDoPlan Support



### Finance

Andrea Beckett Tel: 01282 725263 Email: [abeckett@veka.com](mailto:abeckett@veka.com)

Kelly Fairley Tel: 01282 725258 Email: [kfairley@veka.com](mailto:kfairley@veka.com)

**Escalation** Mohmed Namaji (Finance Manager)  
Tel: 01282 725262 Email: [mnamaji@veka.com](mailto:mnamaji@veka.com)

#### Supporting timely payment of account

- Account query resolution.
- Payments

