

## The Associate Membership Customer Charter



### Associate Members shall endeavour to:

1. Provide consumers with dependable products which are fit for the purpose for which they are bought;
2. Provide clear and accurate product information prior to a sale which will assist consumers in making well informed decisions;
3. Provide consumers with information regarding the likely performance of a product and any maintenance regimes which may be required after purchase;
4. Provide consumers with clear and accurate information regarding product prices and delivery costs;
5. Deliver products as agreed, on time and in good condition and advise the consumer of any issues which may compromise delivery as soon as is practicable;
6. Promote a high level of customer service and professionalism amongst staff and encourage them to meet all service requests with courtesy and efficiency;
7. Listen to all complaints seriously and sympathetically and adopt an effective procedure when trying to resolve them;
8. Listen to customer feedback and where appropriate use it as a tool to improve service;
9. Avoid any commercial practice that could be adverse to the consumer and the principles of fair trade in general;
10. Promote the aims of The Furniture Ombudsman in raising the standard and profile of the furniture and home improvement industry for the benefit of consumers.