

## **The Furniture Ombudsman Full Member Code of Practice**



### **Full Members will:**

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 customer feedback and where appropriate use it as a tool to improve service;
8. Avoid any commercial practice that could be adverse to the consumer and the principles of fair trade in general;
9. Listen to all complaints seriously and sympathetically and adopt an effective procedure when trying to resolve them. In the event of an unresolved dispute to accept the ruling of The Furniture Ombudsman;
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.