



Glass and Glazing Federation

Code of Good Practice



As a member of the Glass and Glazing Federation (GGF), we are required to comply with this Code of Good Practice when dealing with you, the customer.

A

Core principles

1 **Our advertisements are legal, decent, honest and truthful**

We comply with the requirements of the Advertising Standards Authority.

2 **We will give you clear, helpful and adequate sales information**

We will do our best to help you understand what you can expect if you enter into a contract with us. Please do not hesitate to ask for more information if you are in any doubt. We have a range of literature available explaining our products, including leaflets from the GGF.

3 **Telephone Sales**

If we undertake telephone sales, we are registered as a member of the Telephone Preference Scheme for your protection and abide by its rules.

4 **Our contract is fair and clear**

It complies with the *Unfair Terms in Consumer Contracts Regulations*, but please ask for an explanation of any part of it which you do not understand.

5 **We have an effective complaints handling system**

We are sure that you will be satisfied with our service. However, if you are not, you should write to us at the address you have been given. We will reply to your letter as soon as possible, and will do our best to sort out your problem.

6 **If your problem cannot be solved by us, there is another option you can use**

In the unlikely event that we are not able to resolve your problem, you can approach the Glass and Glazing Federation at 44-48 Borough High Street, London SE1 1XB, who have a free correspondence based conciliation scheme. They will try to seek a solution. If they are unable to do so, you could be referred to the GGF's low-cost arbitration scheme, independently run by the Chartered Institute of Arbitrators.

B**The Sale****1 Customer relations**

Our sales staff will treat you with respect and courtesy at all times and will behave in a manner which reflects the integrity of the GGF. Sales staff will produce evidence of identification on request.

2 Advice to Customers

We will give you the best advice we can about our product range. Please do not hesitate to ask for more information if you are in any doubt.

3 Promotion of Products and Services

We will promote our products and services based on their strengths and not on our competitors "weaknesses."

4 Cancellation of contracts negotiated away from business premises

Where a contract with us is negotiated away from business premises (i.e. in your home), it will contain a cancellation slip. If you wish to cancel the contract, you must fill in the slip and return it to the address shown within seven days. The day after you signed the contract is regarded as day one of this seven day period. We suggest that you obtain proof of posting (e.g. recorded delivery) to remove any doubt as to the date of posting. *(Cancellation does not apply in the case of emergency work which is carried out shortly after the contract is entered into).*

5 Security for deposits

If you pay us a deposit, it will be protected by the GGF Fund Ltd, on the terms set out in a leaflet available from the GGF.

6 Financial Commitment

Our sales staff will try to ensure that you understand the financial commitment you are taking on when you sign a contract with us. Do not hesitate to ask if you are in any doubt.

7 Disclosure of Confidential Information

We will not disclose or make use of any confidential information you give us, without your express consent (unless we are ordered to do so by a Court).

C**The Survey****1 Date of Survey**

We will try to carry out the survey as soon as possible, and hopefully within three weeks of you signing the contract. Please understand, however, that this period is not a condition of the contract between us.

2 Existing Defects

When we carry out the survey at your property, our surveyor may find existing defects that will have to be remedied before we can carry out the contract. This may affect the cost you will have to pay and if this is the case, either you or we have the option to cancel the contract.

3 Cost of Preparatory Work

If we are able to carry out the preparatory work ourselves, we will quote for doing so. If you are not prepared to pay our price for the remedial work, you may have it carried out by someone else before you proceed with your contract with us.

D**Product(s)**

The product(s) will be manufactured to, and with materials in accordance with the specifications laid down in the relevant Building Regulations, British, European and GGF standards.

We will also draw your attention to the absence of means of escape and have in our product range opening windows, which will provide this.

E**The Installation****1 Date for Installation**

Our contract with you will contain an anticipated start date.

2 Failure to start on time

If we are unable to start your contract by the anticipated start date, (unless caused by circumstances beyond our control) you will be entitled to require us to start within a further six weeks. Please refer to the specific clause in our contract with you.

3 Standard of work

The goods shall be installed in accordance with the relevant Building Regulations, British and European standards, or, where these do not exist, with GGF standards.

4 Existing Defects

When we carry out the installation our installers may find existing defects in your property that will have to be remedied before we can continue. If we are able to do the extra work, we will give you a quotation. A reasonable amount of time will be given if you wish to make other arrangements.

5 Damage

We shall take every reasonable precaution to protect your property and possessions, and we carry insurance in case anything is damaged by us. We suggest that you put away anything that has monetary or sentimental value in a safe place.

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The Guarantee

1 Statutory Rights

Our guarantee does not take away or diminish your statutory rights.

2 Period of Guarantee

The period of our guarantee and the conditions attached are stated in our contract with you.

3 Transfer of Guarantee

If you move house, the unexpired period of the guarantee may be transferred to the new owner on the terms stated in your contract with us.



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