



Glass and Glazing Federation

Code of Good Practice

January 2010



As a Member of the Glass and Glazing Federation (GGF) we are required to comply with this Code of Good Practice, which has been prepared for the benefit of a consumer. That is to say, a private individual who has personally entered into a contract with a Member company, and who has not made the contract in the course of business nor held him/herself out as doing so.

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 contact us using the DETAILS PROVIDED TO YOU. We will do our best to sort out the 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 54 Ayres Street London SE1 1EU, who have a free correspondence based conciliation scheme.

7 Core principle

All Glass and Glazing Federation Member companies must always endeavour to operate to the standards detailed within the documentation provided by the Glass and Glazing Federation in all its transactions with its customers. The Member company must also assist the Glass and Glazing Federation with any issues raised by Federation members' customers and always endeavour to maintain the reputation of the Glass and Glazing Federation

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

- The customer has the right to cancel the contract if he/she wants to;
- This right can be exercised by delivering or sending a cancellation notice to the company at anytime within the period of seven days starting with the day of receipt of a notice in writing of the right to cancel this contract.
- You may use the cancellation form provided with the contract if you so wish.
- The notice of cancellation is deemed to be served as soon as it is posted or sent; or in the case of an electronic communication from the day it is sent to...
- The customer may be required to pay for the goods or services supplied if the performance of this contract has begun with the customer's written agreement before the end of the cancellation period.
- Any related credit agreement will be automatically cancelled if the contract for goods or services is cancelled.

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 additional work that will have to be dealt with before we can carry out the contract.

3 Cost of Additional 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 either an anticipated start date, or an anticipated delivery time.

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 additional work in your property that will have to be dealt with before we can continue.

5 Damage

We shall take every reasonable precaution to protect your property and possessions, and we carry insurance in case anything is accidentally 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.

It is important that the new owner, or solicitors acting on that person's behalf, contacts us at an early stage in the buying process. A charge may be levied in respect of a guarantee transfer.



Glass and Glazing Federation

The Glass and Glazing Federation

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