

Inspiring consumer confidence

*Working with retailers
to provide independent
reassurance for consumers*

- Bathrooms
- Bedroom Furniture
- Beds & Mattresses
- Curtains
- Conservatory/Outdoor Furniture
- Dining/Living Room Furniture
- Floorcoverings
- Home Office
- Kitchens
- Upholstered Furniture



How The Furniture Ombudsman can help you...

Buying from a Full Member of The Furniture Ombudsman means reassurance that the retailer is following The Furniture Ombudsman Code of Practice and is committed to providing a high level of customer service. Furthermore in the event of an unresolved problem, the retailer agrees to accept the decision of The Furniture Ombudsman's Alternative Dispute Resolution Service.



For more information about how The Furniture Ombudsman can assist you, just visit our website www.thefurnitureombudsman.org

What is The Furniture Ombudsman?

The Furniture Ombudsman (TFO) aims to raise standards throughout the furniture and home improvement industries, by working with our Members to help them provide additional assurances to consumers.

- TFO is recognised by The European Commission
- TFO works with other organisations such as Consumer Direct and The Office of Fair Trading
- TFO is an Associate Member of The British and Irish Ombudsman Association
- TFO is a Corporate Affiliate Member of the Trading Standards Institute
- TFO's adjudicators are professionally qualified by The Chartered Institute of Arbitrators (CIArb)
- TFO has an independent Standards Board which helps to preserve the Ombudsman's fairness and impartiality

What should I do if things go wrong?

Should you experience a problem with your furniture or its installation, you should first contact the store and allow them the opportunity to investigate your complaint.

If the retailer does not deal with your complaint satisfactorily then your next step should be to contact their customer service department, if they have one.

If you are still unable to reach a satisfactory conclusion after a three month period following your first complaint, you can ask The Furniture Ombudsman to look into the problem.

If you would like to involve TFO, please complete the reply slip overleaf or contact us through our website

www.thefurnitureombudsman.org

The Furniture Ombudsman Full Member Code of Practice

- 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.



What if I buy from a retailer who is not a Member of TFO?

To give you peace of mind we would recommend that you always make your purchases from a Full Member of The Furniture Ombudsman. However, where your complaint is about a purchase made from a retailer who is not a Full Member, we can provide you with an independent inspection which may help to resolve your issue.

To find out more please visit

www.thefurnitureombudsman.org

Telephone **0845 653 2064**,

Email info@thefurnitureombudsman.org

Please return to:

The Furniture Ombudsman
Maxwell Road
Stevenage
Hertfordshire SG1 2EW

Tel: **0845 653 2064**

Fax: **0845 653 2065**

Email: info@thefurnitureombudsman.org



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Registered office: Chiltern House Stocking Lane Hughenden Valley High Wycombe Buckinghamshire HP14 4ND UK

www.thefurnitureombudsman.org



Reply Slip

About you...

Title: (Mr/Mrs/Miss/Other):

Full Name:

Address for correspondence:

Postcode:

Daytime Telephone:

E-mail address:

How would you prefer to be contacted?

Email

Post

About your retailer...

Name of retailer:

Branch address:

Data Protection Act 1998 We will keep records of the information you give us. This helps to monitor the progress of your case and produce statistics. We will collect information in connection with your case from other parties involved. We may also give information: to the other parties in the case, to other organisations who can help in resolving the dispute, to The Furniture Ombudsman Advisory Panel or other body monitoring the operation of The Furniture Ombudsman. In the event of a breach of the requirements of the Code of Practice by a registered member of The Furniture Ombudsman the matter may be referred to The Furniture Ombudsman Standards Board.