



Full Member & Payment Protection Scheme Application

This is a self-assessment invoice. This should be assessed by the subscriber and **completed in full and returned to us with your subscription payment.**

Please **retain a copy** of your subscription for VAT purposes.

Premier House
First Floor
1-5 Argyle Way
Stevenage
Hertfordshire
SG1 2AD

info@thefurnitureombudsman.org
www.thefurnitureombudsman.org

info@disputeresolutionombudsman.org
www.disputeresolutionombudsman.org

Please complete all sections in block capitals and return this copy to us.

Contact Details

Contact Name:			
Company Name:			
Trading Name (if different):			
Main Address:			
Street:			
Town/City:			
County:		Post Code:	
Tel No.:		Twitter:	
Email:			
Website:			

Website Profile

Please give a brief profile of your company which we will publish on our website. (max. 75 words)

--

Trader Information:

Please list products and services relevant to this application.	
VAT Number:	
Company Registration Number:	
Trade Association Memberships:	
Buying Group Memberships:	
Turnover: Please provide turnover for the goods and services to be covered by our ADR service (from the last financial year).	£

Additional Company Contacts:

Position	Name	Telephone No.
MD/CEO		
Marketing / PR		
Accounts		
Customer Services		
Other (Please specify):		

How did you find out about us?

(Please tick as appropriate)

Our website:	<input type="checkbox"/>	Colleague:	<input type="checkbox"/>
From another member:	<input type="checkbox"/>	Word of mouth:	<input type="checkbox"/>
Search engine:	<input type="checkbox"/>	Trade press:	<input type="checkbox"/>
Other (Please specify):	<input type="checkbox"/>		

Membership Subscription:

1. Annual Membership Fee	£750.00	annual fee payable by all members
2. Subscription by Turnover	£	8.75p per £1000 of the gross turnover stated above. e.g. £1,500,000 = 1,500,000 x 0.000875 = £127.50 This figure is subject to a minimum fee of £87.50
3. Sub-Total	£	the total of no.1 (mem. fee) and no.2 (sub. by turnover)
4. VAT	£	at 20% of no.3 (Sub-Total)
5. Total	£	The total of no.3 (Sub-Total) and no. 4 (VAT)

Payment Options

(Please tick your chosen option)

- Cheque Please make cheques payable to 'Dispute Resolution Ombudsman Limited' and return with your completed form
- BACS Please transfer the amount to the below account and return your form to us:
Account Name: Dispute Resolution Ombudsman Limited
Account Number: 63805212
Sort Code: 20-41-15
- Invoice Invoice will be raised, membership will not be live until the payment has been received in full.

Rules of Full Membership

It is important that you read and understand your obligations when becoming a Full Member of Dispute Resolution Ombudsman Limited. These are set out in the Rules of Full Membership, which also incorporate the Code of Practice and the Rules governing our Alternative Dispute Resolution Service (together Rules). We are an ethical organisation which helps to bestow additional rights upon consumers. In turn this helps to inspire confidence in your business. To download a copy of the Rules please visit our website. Your agreement with Dispute Resolution Ombudsman Limited is also governed by its Terms of Business.

Payment Protection Scheme

According to the OFT retailers who charge consumers 100% in advance of a kitchen, bathroom or bedroom installation may be in breach of the law unless they subscribe to The Furniture Ombudsman Payment Protection Scheme. Only Full Members of The Furniture Ombudsman are eligible to participate in the Payment Protection Scheme. Upon this form being completed and returned to The Furniture Ombudsman, a trust account will be set up with our bankers which will be unique to your business. Within 28 days of the account being opened you will be asked to deposit £1000.00 to the account (via The Furniture Ombudsman or directly) in order to give the account a balance from which a payment could be made. Please note, unless any claims are made, the amount held in the account remains protected and will be returned to you at the end of your Full Membership, subject to any outstanding Legitimate Complaints. If you require further information about the Payment Protection Scheme, please do not hesitate to contact us on 0845 653 2064 or by email info@thefurnitureombudsman.org. For your information the Rules of The Furniture Ombudsman Payment Protection Scheme are available to download from our website.

Member's Declaration

We understand and accept the responsibilities and obligations which arise as a Full Member. We have read and accept the Rules of Full Membership (including where relevant The Furniture Ombudsman Payment Protection Scheme), the Code of Practice and the Rules Governing the Ombudsman's Alternative Dispute Resolution Service. We pledge to support and promote the aims and objectives of Dispute Resolution Ombudsman Limited and accept that a failure on our part to honour the Rules may lead to our Full Membership being terminated and may also constitute a breach of the Consumer Protection from Unfair Trading Regulations 2008. We acknowledge that the Terms of Business apply to our agreement with Dispute Resolution Ombudsman Limited.

Signature:	
Date:	
Name:	
Position:	