

# Full Member & Payment Protection Scheme Application



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www.disputeresolutionombudsman.org  
 www.thefurnitureombudsman.org

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. Your membership subscription is a **tax-deductible** expense.

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

## CONTACT DETAILS

Contact Name:			
<b>Company Name:</b>			
Trading Name (if different):			
Main Address:			
Street:			
Town / City:			
County:		Post Code:	
Tel No:		Fax No:	
Email:		Website:	

## WEBSITE PROFILE

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

**BUSINESS INFORMATION**

<b>Total number of retail outlets:</b>		<b>Please list all addresses on a separate sheet of paper</b>
<b>Please list Product Line(s) relevant to this applications</b>		
<b>Do you trade via the internet?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>VAT Number:</b>		
<b>Company Registration Number:</b>		
<b>Trade Association Memberships:</b>		
<b>Buying Group Memberships:</b>		
<b>Turnover:</b> Please give the total sales of the relevant goods and services for the last financial year (to be covered by our ADR service, i.e. furniture, home improvements, electrical goods, clothes etc.)		<b>£</b>

**ADDITIONAL COMPANY CONTACTS**

<b>Position</b>	<b>Name</b>	<b>Telephone Number</b>

**HOW DID YOU FIND OUT ABOUT US?** *(Please tick as appropriate)*

Our Website		Colleague	
From another member		Word of mouth	
Search engine		Trade Press	
Other... Please specify			

**MEMBERSHIP SUBSCRIPTION**

<b>1. Annual Membership and Annual Payment Protection Scheme Fee</b>	<b>£750.00</b>	Annual fee payable by all members plus the annual administration fee for your Payment Protection Scheme account which will be set up, administered and monitored by TFO
<b>2. Subscription by Turnover</b>	<b>£</b>	8.5p per £1000 of the turnover stated above e.g. £1,500,000 = 1,500,000 x 0.000085 = £127.50
<b>3. Sub-Total</b>	<b>£</b>	the total of no.1 (reg. fee) and no.2 (sub. by turnover)
<b>4. VAT</b>	<b>£</b>	at 20% of no.3 (Sub-Total)
<b>5. TOTAL</b>	<b>£</b>	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 Ltd  
**Account Number:** 63805212  
**Sort Code:** 20-41-15  
**Ref:** Omb Membership

**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 our 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](mailto: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:**