



ARBITRATION SERVICE

The Carpet Foundation Consumer Code of Practice APPLICATION FORM

The consumer will have the option of referring a dispute to Independent Arbitration if the outcome of Conciliation is unacceptable. The consumer should complete sections (A) and (C) of this form and send it, together with any additional supporting information and the fee to the Registered Specialist. The Registered Specialist will complete sections (B) and (D) and send it, together with any additional supporting information from both parties and the fees from both parties (£55 + VAT = £66.00 each) to The Carpet Foundation at the address at the bottom of this application.

Names and Addresses of all parties involved in the Arbitration

(A) Consumer Name

Address

Tel. No.

Mobile.

(B) Registered Specialist Name

Address

Tel No.

Mobile.

Agreement to Arbitration

- ❖ We agree to Arbitration by a member of BTTG Panel of Arbitrators in order to resolve the carpet complaint concerning the above alleged defect.
- ❖ We have read the Terms of Reference and will abide by the decision reached by the Arbitrator.
- ❖ We understand that the Arbitrators decision will be conveyed to both parties concerned in the Arbitration after all available information has been considered.
- ❖ **We understand that the Arbitrators decision will be binding on both parties.**

Signed
(Consumer)

Signed
(Registered Specialist)

Additional information to that already provided with the Conciliation document

(C) Consumer

(D) Registered Specialist