

Trust the Experts!

Why you should
buy your carpet
from a
**Carpet
Foundation**
retail member



**Exclusive to
Carpet
Foundation
Members**

**A Code of Practice
approved
by the
Trading Standards
Institute**

You will get these benefits:

- ◆ **Impartial Professional Advice**
- ◆ **Written Terms of Business**
- ◆ **Written Quotations**
- ◆ **Deposit Safeguards**
- ◆ **Free Extended Guarantees**
- ◆ **A Free Installation Guarantee**
- ◆ **After Sales Procedures**

Our TSI Approved Code gives you the following benefits:

- ◆ **Impartial Professional Advice** - you buy what is just right for your particular needs
- ◆ **Written Terms of Business** - so you know where you stand on payment terms, methods, deposits etc
- ◆ **Written Quotations** - which will show you what you have to pay with no hidden extras
- ◆ **Deposit Safeguards** - deposits (up to 50%) will be safeguarded through the CF deposit protection scheme
- ◆ **Free Extended Guarantees** - for carpet produced by Carpet Foundation Member Manufacturers of up to 2 years against manufacturing faults and pile reversal
- ◆ **A Free Installation Guarantee** - of 12 months if fitted by the retailer
- ◆ **After Sales Procedures** - to resolve issues in the unlikely event of any problems occurring with your order. This involves Free Conciliation and low-cost Arbitration

Why are Carpet Foundation retail members so good?

Independent Surveys show consistently outstanding results for Carpet Foundation Retail Members.

99.2% of consumers who bought carpet from our Retail Members are very likely/likely to use the retailer again.



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