

# TRADING STANDARDS INSTITUTE – COMPLIANCE QUESTIONNAIRE 2016

THIS QUESTIONNAIRE IS IMPORTANT

It is a requirement of The Trading Standards Institute that we monitor compliance with the CF Code of Practice by our retail members.

Please answer the questions below by crossing the relevant boxes and either Fax 01562 865405 or email [admin1@carpetfoundation.com](mailto:admin1@carpetfoundation.com) the completed form back to the Carpet Foundation.

CF ID: **7990**

Retailer: **Mr Carpet Ltd**

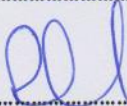
Town: **EAST SHEEN**

Postcode: **SW14 8QS**

1. Do you give impartial advice to your customers?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2. Do you have written terms of business that are given to customers?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
3. Do you provide written quotations which are valid for at least 30 days?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
4. How much Deposit do you ask for? 0% <input type="checkbox"/> 10% <input type="checkbox"/> 20% <input type="checkbox"/> 25% <input type="checkbox"/> 30% <input type="checkbox"/> 40% <input type="checkbox"/> 50% <input checked="" type="checkbox"/> Over 50% Please specify <input style="width: 50px;" type="text"/>	
5. Do you conform to the Code's complaints procedure and are you conversant with the Conciliation and Arbitration schemes if you are unable to settle a complaint satisfactorily?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
6. Are your retail staff trained in the Key Features of the Code?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
7. Do you give each customer a copy of the 'Trust the Experts' Key Benefits leaflet ("Why you should buy your carpet from a Carpet Foundation retail member") which is supplied free to you by the CF?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
8. Do you display the Code of Practice Point of Sale material provided by the CF (e.g. van vinyl's, window stickers, hanging show boards, stationary stickers)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
9. a) What is the length of guarantee for carpet made by Carpet Foundation Manufacturing member's against Pile Reversal? (As stated in the Code) 0 years <input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> b) What is the length of guarantee for carpet made by Manufacturers who are NOT Carpet Foundation members against Pile Reversal? (As stated in the Code) 0 years <input type="checkbox"/> 1 year <input checked="" type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/>	
10. What is the length of guarantee for carpet fitted by you? (As stated in the Code) 0 years <input type="checkbox"/> 1 year <input checked="" type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> More than 3 years <input type="checkbox"/>	

To see the full CF Code of Practice go to <http://www.carpetfoundation.com/code-of-practice/>

Name..... Richard Clough

Signature..... 

Date: 20-10-2016

