



## Code of Practice

The Code of Practice approved by the Trading Standards Institute incorporates the highest retail selling standards and gives you absolute reassurance when purchasing a carpet from a Carpet Foundation Member. The key features of the Code are:

- It applies to all carpet sold by a Carpet Foundation Member (excluding rugs).
- Written terms of business must be given prior to the purchase.
- Consumers who cancel an order "on reasonable grounds" should not be penalised.
- Verbal estimates of the cost must be supported by a written quotation which will show the total cost.
- Deposits of up to 50% of the order price will be protected by The Carpet Foundation.
- Free extended 2 year guarantees are provided by Carpet Foundation manufacturers for manufacturing faults and pile reversal.
- There is an agreed complaints resolution process and timetable.
- A free conciliation service is provided by the Carpet Foundation.
- Low cost arbitration is provided.

## Find your local carpet shop

The Carpet Foundation carpet shop near you...

Enter your postcode here

Remember we are nationwide and all our shops have a Code of Practice approved by the Trading Standards Institute.

- Carpet Foundation Members are regularly monitored to ensure they do deliver the right service.
- There is a non-compliance arrangement to deal with those retailers who breach requirements of the Code.

[Click here to download The Carpet Foundation Consumer Code of Practice](#)

[Click here for a Conciliation Application Form](#) - only to be used if you bought your carpet from a Carpet Foundation retail member

[Click here for Conciliation Guidance Document](#)



We are supported by the following UK-based manufacturers



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