



## HOW WELL DOES THE CARPET FOUNDATION MEMBER MATCH UP TO THE REQUIREMENTS OF THE CARPET FOUNDATION CONSUMER CODE OF PRACTICE

*The Checklist must be completed in order to use the TSI Approved Consumer Code*

Name of CF Retail Member: MR CARPET LTD

Address: UNIT 32 STADIUM STUDIOS  
RIVERSIDE ROAD, SW17 0BA.

Tel No: \_\_\_\_\_ How many CF Firms do you deal with: ALL

Date of visit: \_\_\_\_\_ Contact Name: \_\_\_\_\_

### A. General Requirements

1. Do you understand that the code is for the <b>exclusive</b> use of CF Retail Members?	YES
2. Are you aware that the code applies to <b>all wall to wall</b> carpet sold (irrespective of supplier) to residential customers?	YES
3. Remember the code covers the relationship between the <b>retailer</b> and the <b>consumer!</b> (The role of the manufacturer is covered elsewhere!)	YES
4. Will you <b>promote this code in your store</b> so that consumers know it applies to them? Will you include reference to it in your advertising?	YES
5. An <b>Abridged Version</b> of the code is available for consumers. Will you issue a copy to all your customers with their quotations?	YES
6. You have no problems using a <b>certificate</b> to promote compliance with the code in store?	NO
7. All your retail staff will need to be trained in the key features of the code. <b>How many does this involve?</b> Please specify how many sub-contract employees are involved.	Staff 12 Sub-contract 14
8. Do you understand the requirement to give <b>impartial advice</b> to consumers? (Selling is OK but consumers must not be misled)	YES
9. Do you provide good <b>after sales service</b> to your consumers?	YES
10. Can your staff cope with "vulnerable" consumers who may need more support with the purchase process?	YES
11. You will be required to make it clear to consumers the details of the various guarantees on offer <b>particularly those from Carpet Foundation Manufacturers?</b>	YES
12. Do you communicate effectively with consumers over any problems associated with delivery or installation?	YES

**B. Specific Selling Practices**

Are you able to comply with the following selling practices: (only tick one box per question)		Yes ✓	No ✓
1.	Do you have <b>written terms of business</b> ?	✓	
2.	Do you provide <b>written quotations</b> ?	✓	
3.	Are your quotations valid for at least 30 days		✓
4.	Do you <b>ask for a deposit</b> ?	✓	
5.	Does it exceed 50% the level set for the CF Manufacturers Deposit Protection Scheme? (in cases of liquidation)		✓
6.	Are you responsible for the <b>installation of carpet</b> ?	✓	
7.	If yes, will you offer a <b>one year guarantee against installation faults</b> ?	✓	
8.	If you ask for a deposit is it refundable to a consumer who cancels on "reasonable grounds"? (less the cost for actual work done e.g. a measure)	✓	
9.	Consumers who have a complaint have access to the <b>Code's Complaints Procedure</b> which will require you carry out a site visit and report back in accordance with a schedule. Can you do this?	✓	
10.	Will you offer the CF <b>Free Conciliation Service</b> in cases of difficult disputes with consumers?	✓	
11.	If the dispute cannot be resolved through the Conciliation process the next option is <b>Independent Arbitration</b> (to avoid possible legal action). Are you happy to use the special low-cost Arbitration service provided by BCTC	✓	
12.	The abridged version of the Code includes a ' <b>customer satisfaction questionnaire</b> '. Will you encourage your customers to complete the form?	✓	
13.	<b>Adherence to all aspects of the code of practice is essential</b> to protect the integrity of the network of CF Retail Members. Can you give a commitment to support the code at all times?	✓	
14.	You must only use the <b>CF/TSI Approved Logo</b> in accordance with the official guidelines.	✓	

**C. Areas Which Need to be Tackled**

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Signed: .....

Name of Representative: .....  
(If applicable)

CF Manufacturer: .....

## PRE-AUTHORISED PAYMENT INSTRUCTION

FILL  
HERE

TO

NAT WEST BANK Bank

FILL  
HERE

Bank Address:

5 THE MALL, LEWIS ROAD  
SWANLEY  
KENT BR3 7JZ

FILL  
HERE

Sort Code:

60 - 21 - 10

FILL  
HERE

Account Number

51001837

FILL  
HERE

Account Name:

MR CARPET LTD.

FILL  
HERE

Company Name

UNIT 32 STADIUM STUDIOS

FILL  
HERE

Address

RIVERSIDE ROAD  
LONDON

Post Code

SW17 0BA

Contact Name

DAVID GUYAN

Contact Tel Number:

020 8899-0485

### NEW STANDING ORDER

Beneficiary's Bank

HSBC Bank plc

Beneficiary's Account  
Name

The Carpet Foundation Limited

Sort Code:

40 - 26 - 08

Account Number

41613294

Beneficiary's Tel Number:  
Contact Name  
Address

01562 755568  
Mrs J Norton  
MCF Complex  
60 New Road  
Kidderminster  
Worcs DY10 1AQ

Amount in Words

Forty two pounds only (including VAT)

Amount

£ 42 - 00

Date of First Payment

01 || || 2014

Due Date and frequency of  
payments

Payments to be made on the 1st day of each month  
until further notice

Special Instructions

Monthly subscriptions to the Carpet Foundation

FILL  
HERE

Ref No: (Your CF ID No)

\*\*\*

SIGN  
HERE

Signature(s)



DATE  
HERE

Date

8 APRIL 2014

#### IMPORTANT

Note to Bank: Please ensure that the \*\*\* Reference No. is shown on payment



## Application Form

Company Name MR CARPET LTD

Contact Name DAVID GUYAN

Address (Head office) UNIT 32 STADIUM STUDIOS,  
RIVERSIDE ROAD, LONDON, SW17 0BA.

Telephone 020 8779-0485 Mobile 07860-291565 Fax \_\_\_\_\_

Email HEADOFFICE@MR-CARPET.CO.UK Web: WWW.MR-CARPET.CO.UK

(Please tick ✓)

1. Are you the member of a Buying Group?

Yes  No

If so, which one? \_\_\_\_\_

2. Are you an Independent Retailer?

Yes  No

3. Do you have a showroom open to the Public?

Yes  No

4. Do you have DIRECT ACCOUNTS with at least TWO Carpet Foundation manufacturers (or their sub-brands)? If so, which one(s)?

Brintons  Brockway  Causeway  Cormar  Ryalux/Pownall  Ulster  Victoria  Westex   
Woodward Grosvenor

Other Manufacturers: Headlam  Abingdon  Axminster  Cavalier  Other please specify BEST, Lano +

### IMPORTANT INFORMATION

**Membership** is by Standing Order payable by instalments of **£35 per calendar month (plus VAT)**, (The charge is made per branch). We reserve the right to review membership fees on a yearly basis to which you will be advised in advance of any increases.

The establishment of a brand for top independent retailers is a long term project, so a **6 month notice period** (to the end of a calendar month) is required to withdraw from our network of Carpet Foundation members.

Carpet Foundation Members must agree to comply with **all** the terms of the Code in order to enjoy its **exclusive use** in the UK carpet retail sector. (A copy of the **Key Features & Code Explained** have been enclosed with this form). A full version of the Code is also available on the **CF website** [www.carpetfoundation.com](http://www.carpetfoundation.com).

I, the under signed, have read the contents of the Carpet Foundation Consumer Code of Practice and agree to comply with its conditions in their entirety. I also agree to be bound by the basic conditions of membership of the national network of Carpet Foundation Members.

Signed  Name DAVID CURRAN

Date 08/APRIL/2014 Position MANAGING DIRECTOR

## Mr Carpet Details

Head Office - **All invoices & Statements to this address**

32 Stadium Studios  
Riverside Road  
London  
SW17 0BA

Tel: 020 8879 0485 Fax: 020 8947 5432 Email: [headoffice@mr-carpet.co.uk](mailto:headoffice@mr-carpet.co.uk)

Warehouse - **All Deliveries to this address - Open Mon - Fri 7am - 4pm**

Unit 19 Riverside Road  
Riverside Road  
London  
SW17 0BA

Tel: 020 8944 8852 Fax: 020 8944 7525 Email: [warehouse@mr-carpet.co.uk](mailto:warehouse@mr-carpet.co.uk)

Putney Branch - **Manager Nigel Symonds (Canice Kelly & Jack Barton)**

70 Lower Richmond Road  
Putney  
SW15 1LL

Tel: 020 8789 3133 Fax: 020 8780 2140 Email: [putneybranch@mr-carpet.co.uk](mailto:putneybranch@mr-carpet.co.uk)

Sheen Branch - **Manager Richard Clough (Andy O'Sullivan & John Cresswell)**

299 Upper Richmond Road  
East Sheen  
SW14 8QS

Tel: 020 8876 9126 Fax: 020 8878 2655 Email: [sheenbranch@mr-carpet.co.uk](mailto:sheenbranch@mr-carpet.co.uk)

Fulham Branch - **Manager Colin Symonds (John MacArthur)**

301 Munster Road  
Fulham  
SW6 6BJ

Tel: 020 7381 1989 Fax: 020 7385 4006 Email: [fulhambranch@mr-carpet.co.uk](mailto:fulhambranch@mr-carpet.co.uk)

Raynes Park Branch - **Manager Mike Farmer**

308 Worple Road  
Raynes Park  
SW20 8QU

Tel: 020 8947 7522 Fax: 020 8947 7622 Email: [raynesbranch@mr-carpet.co.uk](mailto:raynesbranch@mr-carpet.co.uk)