

## TRADING STANDARDS INSTITUTE – COMPLIANCE QUESTIONNAIRE

### 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 [christine@carpetfoundation.com](mailto:christine@carpetfoundation.com)** the completed form to the Carpet Foundation.

Having completed the questionnaire you will not be asked to repeat this exercise again for 3 years.

**Retailer: Mr Carpet Ltd (Head Office)**

**Town: LONDON**

**Postcode: SW17 0BA**

**CF ID 7993**



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? <i>DUE TO PRICE LISTS SENT WITH NO NOTICE WE OFFER 21 DAYS</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
4.	How much deposit do you ask for? 0% <input type="checkbox"/> 10% <input type="checkbox"/> 20% <input type="checkbox"/> 30% <input type="checkbox"/> 40% <input type="checkbox"/> 50% <input checked="" type="checkbox"/> Over 50% <input type="checkbox"/>		
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 Key Benefits leaflet ("Why you should buy your carpet from a Carpet Foundation retail member") which is supplied free to you by the CF? <i>NOT IN ALL CASES</i>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
8.	Do you display the Code of Practice Point of Sale material provided free by the CF (e.g. van vinyls, window stickers, hanging boards, stationery 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 members 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 <b>NOT</b> Carpet Foundation members against Pile Reversal? (As stated in the Code) 0 years <input checked="" type="checkbox"/> 1 year <input 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 please go to <http://www.carpetfoundation.com/code-of-practice/>

Name DAND GUYAN

Signature *D. Guyan* Date 2/10/14

