



Trader Code of Conduct

Thank you for the opportunity to do business with you.

As an endorsed Which? Trusted Trader our business is continually checked to ensure you get the highest quality service. Here is what you can expect from our business:

1

Only undertake the work that we are / I am competent and insured to do.

2

Provide you with a clear breakdown of how much the job will cost before any commitment is made by you.

3

Discuss all the options available to help provide you with a tailored solution.

4

Endeavour to stick to the timelines and costs agreed by both parties.

5

Provide you with an updated quote should you require any changes to the initial agreement.

6

Where we need to take a deposit over £500 we will discuss ways to protect your money.

7

Respond promptly and professionally to any queries.

8

Treat your property with respect and clean up as we go along.

We would really appreciate any feedback you have on the service we provide. Once your work is complete, please see overleaf to find out how to give us a review.



Did we meet your expectations?

We really values your feedback. Please leave your review online at **trustedtraders.which.co.uk**. It only takes two minutes.

1 Go online to **trustedtraders.which.co.uk**

2 Find us by entering our business name

3 Click 'Create a review' and leave feedback

Our mission is to ensure quality traders set the highest standards. Your feedback is hugely important to make sure this is delivered.

Reviews help us stand out from the crowd and also helps future customers when they are choosing a quality trader.

Not online? You can also call us to provide your review over the telephone on **0800 014 7308**. Or scan the QR code, below.



By submitting Trader feedback you understand that Which? Limited will process your personal information in accordance with their Privacy Policy (see: [which.co.uk/help/our-policies-and-standards](https://www.which.co.uk/help/our-policies-and-standards)), and in order to validate and maintain a record of your review, which will appear alongside your first name and county on the Which? Trusted Traders website. Your review may also be used in marketing materials for Which? Trusted Traders. For more information see: [trustedtraders.which.co.uk/about/terms-and-conditions/](https://www.trustedtraders.which.co.uk/about/terms-and-conditions/)