



Customer Charter

Contract

- Ensure you have a written signed contract between you and your installer before the work commences
- Read your contract carefully before agreeing. Never assume that you're getting something for nothing, if it's not on the contract, check. Installers are generally very flexible but there's no point in getting into a conflict later down the line on the basis of 'I thought you would...'
- Give the installer access to the property during the days/hours of access you agreed
- Be clear about the standard of finish you require. Be careful not to assume the installer knows your standard and remember that everything is possible, it's just a matter of time and money (i.e. most customers may be happy to work with the finish standard on their current walls, other customers may want every wall to be plastered for an "as new" finish). This is a matter of personal choice where neither is right or wrong

Payment

- Agree a clear payment structure before the installation starts and stick to it. Agree how much will be paid before the work starts, what payments are required and when, and if the price includes VAT (if applicable)

Working Together

- Be honest, courteous and polite in all your dealings with the installer
- Be available to make decisions. Installations are exciting, dynamic projects with a 100 small decisions to be made in every one. Whilst you can leave this to your installer it's often difficult to undo these without adding time and cost
- Ensure other work you are undertaking is completed before the installation starts, as it's not unusual to be undertaking other work at the same time. In this situation you must ensure it is completed to the agreed standard and timescale to avoid delays and additional cost

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- Ensure products you are supplying are on-site before the installation starts, as it's not unusual to be supplying some or all of the products. In this situation please ensure that you have them on site before the installation starts to avoid delays and additional cost

Contingencies

- Plan for additional time. No-one's happy when a job runs over, we know it doesn't suit you or the installer but it's sensible to have additional time as a contingency. It's often difficult to know exactly what's required before a job starts. There are many reasons for this but it's generally that the work cannot be fully ascertained until you remove the old product. Remember your installer cannot predict what's behind your units until they're removed (condition of walls/electrics/plumbing etc)
- Budget for additional work as it is perfectly normal for things to change during an installation, but changes must be agreed by both parties and may require additional payment

Complaint Resolution

- Remain polite and friendly even in a dispute. This can be difficult but it increases the likelihood of reaching an amicable solution. Once you "lose it", you could lose the dispute. Most instances can be resolved with an amicable result
- Follow the iKBBBI **Complaints Resolution Process** in the event of a dispute - it's good advice, and it's free of charge

Visit our website for further details

www.ikbbi.org.uk

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