

# Customer Charter

Our promise to you when you buy replacement windows, conservatories and other glazing products from any GGF member



Insist on GGF Protection



Glass and Glazing Federation

**Always use a current GGF Member.**  
To see the latest list of GGF Members  
visit [www.ggf.org.uk/directory](http://www.ggf.org.uk/directory)

# Safeguarding your interests

## The Glass and Glazing Federation (GGF) is here to protect customers

We are the trade association representing over 60% of the glass and glazing industries turnover. We provide advice and support for anyone looking to buy replacement windows, conservatories and other glass and glazing products.

When you start to think about replacing your windows and doors, or adding a conservatory to your home it can be difficult to know where to start.

We recommend that you should start with the GGF. The GGF has Member companies in over 1,500 business locations throughout the UK and we have implemented a range of measures to safeguard your spending, so you can buy with complete confidence.

There are many reasons why it is in your best interests to use a company that is a Member of the GGF:

- Your deposit is protected\*
- All companies are vetted
- Companies work to a code of good practice
- We offer a free conciliation service
- Standard of service is monitored and regulated
- Your installation will comply with Building Regulations

\* up to 25% of the Contract price or £3,000 whichever is lower



## Sign of security

All GGF Members follow a code of conduct as laid out in the GGF's Code of Good Practice.

By dealing with a GGF Member you massively reduce the risk of problems with any work carried out. The Federation's logo on a company's literature or vehicles is a mark representing quality and reliability.

Contact us on **020 7939 9100** for a list of GGF Members or see **[www.ggf.org.uk](http://www.ggf.org.uk)**

## Advice on who to buy from

When looking to replace your windows or doors, or to add a conservatory to your home, where do you start? You want to start by using a GGF Member and to be sure that any money you pay in advance is protected, you want to know you are dealing with a reputable installer who can supply quality products and install them correctly. You also want to know that if there's a problem you won't be left on your own.

The GGF is here to help you, we are the trade association that represents over 60% of the glass and glazing industry by turnover (this ranges from large national companies to local businesses). The GGF's opinion is also regularly sought by Government on Regulation and Consumer issues.

### The GGF offers you a unique five star service:

- \* Advice on who to buy from
- \*\* Advice on what to buy
- \*\*\* Safeguards when you buy
- \*\*\*\* Quality and service at all times
- \*\*\*\*\* Continuing customer care

## Your installation will comply with the Building Regulations

All GGF Members comply with all Building Regulations. They will ensure that you receive your compliance certificate when you have your windows installed; this can be done in a number of ways - through registration with a self-certification scheme such as FENSA, Local Authority Building Control application or through an approved independent inspector.

## Advice on what to buy

Not every window is the same. Each window you buy will have been specially designed to meet your requirements and to suit the look of your home. When it comes to deciding what to fit, there are several factors that should be considered:

- The style & design of the frame
- The age, type & location of your house
- Compliance with national standards
- Safety & security, solar control, thermal insulation, privacy and decoration
- Your budgetary limitations

GGF Member companies can provide and fit any type of window or conservatory, and their specially trained teams of advisors will be able to guide you towards the best installation for your individual requirements.

## GGF Leaflets

To help and support you with your decision, the GGF publish a wide range of customer leaflets, including information on double glazing, conservatories, safety, security and the Deposit Indemnity Fund.

## GGF Online

GGF has an extensive website offering advice, information, news and useful links. You can also search for your local GGF Member and access information at [www.ggf.org.uk](http://www.ggf.org.uk)

## Safeguards

All GGF Members trade under the GGF Code of Good Practice.

## The GGF Code of Good Practice

Provides you, the customer, with the following safeguards:

- Any deposit you place with a Member company will be safeguarded by the GGF's own Deposit Indemnity Fund, up to 25% of the contract price or £3,000, whichever is lower
- A seven day 'cooling off' period applies to all contracts negotiated away from business premises. This is irrespective of whether you invited the sales call or not
- All glazing will be installed to the current safety requirements of the British Standard BS 6262-4:2005

- Samples shown will be truly representative of the product to be installed
- Advertising will be a true and accurate description of the products offered

## Dealing with a GGF Member company ensures high quality and professional standards:

- All companies who apply for Membership of the GGF are subject to rigorous vetting
- We insist that in order to become a Member, companies must have been trading for a minimum of three years. For them to become eligible, the GGF makes a site visit to the company's premises, checks two years of certified or audited accounts and takes up trade references
- The GGF's Code of Good Practice demands that all Members must treat you, the customer, with courtesy and respect at all times and supply you with quality products complying with the latest technical requirements
- The GGF monitors the performance of all Member companies. This ensures that the standard of the products and installation remains consistently high
- The GGF can also offer advice and guidance on any queries you may have

# Saving you money & stress

## Continuing Customer Care

The GGF can help you with more than just choosing which Member company to buy from. They will continue to look after your interests well beyond the moment of sale. GGF Member Warranties provide you with long term peace of mind, but prove largely unnecessary due to the many strategies we have put in place to ensure complete professionalism from all our companies.

If you do have a complaint against a Member company for any reason, the GGF offer you:

## Conciliation

Any dispute may be referred to the GGF's own conciliation service in an attempt to reach a mutually satisfactory solution - 95% of cases are solved this way, with the remainder being referred to arbitration.

## Arbitration

If a solution is not reached, your complaint may be referred to an independent arbitration scheme, operated for the GGF by the Chartered Institute of Arbitrators, saving you considerable expense and preventing long, drawn out litigation.

## Glass and Glazing Federation

### Work you can trust

As well as serving the domestic market, GGF Member companies carry out many major projects in the commercial sector. From factory sites and office buildings to leisure centres and shopping arcades, the chances are that the glazing was provided and fitted by a GGF Member. Many people find it reassuring that the skill and professionalism that has gone into installing these high profile commercial projects can be applied to fitting your windows at home.



# Meeting modern demands

Contrary to popular belief, double-glazed windows (fitted before 2002) are no longer the most energy efficient. Before you invest your money in fitting new windows, check out the facts. You will save more on your fuel bills and reduce your carbon emissions if you buy Energy Efficient Windows. At first glance Energy Efficient Windows may seem a bit more expensive. Even though they cost slightly more to begin with, it's worth considering all the benefits before you make a decision to buy less efficient and possibly cheaper windows.

## Saving money on your fuel bills

Cost is always high up on the list of considerations when you're investing in your home. If your home is single glazed or your double glazing was installed prior to April 2002 then you could be losing more heat than necessary, and therefore money, literally out of the window. However, by switching to Energy Efficient Windows you can save energy and reduce your household bills by as much as £461 per year.\*

\* In an electrically heated house taken from DTI Quarterly Energy Prices

## Climate Change

Climate change is one of the biggest, if not the biggest, environmental concerns of this century. Being an individual or householder, it seems almost impossible to think of each one of us making a difference. But if we all took steps to use energy more efficiently - think of the power of millions of people. Homes are responsible for 28% of all UK CO<sub>2</sub> emissions and yet we tend to be more conscious of the negative impact of the airline industry which contributes just 5.5% of UK CO<sub>2</sub> emissions.

## BFRC and Window Energy ratings

Many people are unaware that windows are rated in the same way as fridges and dishwashers and other 'white' goods. So, for example, it is likely that you know that an 'A' rated washing machine is going to use less energy and cost less to run than a 'D' rated machine. In the same way, there is an A-G rating scheme for windows (Window Energy Ratings) where the 'A' rated windows are the most efficient. The scheme assesses the total energy performance of a complete window (not just the glass) and allows accurate comparison of the performance of windows under identical conditions. It's a scheme that gives you the confidence to know what you are buying.

[www.bfrc.org](http://www.bfrc.org)

## GGF Energy Calculator

To help you understand the monetary and CO<sub>2</sub> savings you can make from having energy rated windows installed, we at the GGF have invested in a powerful software tool which has been used to paint an accurate picture of UK housing stock and its environmental credentials. It was developed by the GGF and Industry and has been verified by the Energy Saving Trust. All data contained within this tool has been taken from official data sources.

[www.ggf.org.uk](http://www.ggf.org.uk)

## Best of both worlds

If you are looking to buy replacement windows, conservatories or other glass and glazing products, always consider a GGF Member Company. For replacement windows and doors, the ideal solution is to use a GGF Member who is also FENSA Registered.

By using a FENSA Registered Business you get:

- Your deposit protected
- An insurance backed guarantee offered as a minimum
- Your installation will comply with Building Regulations
- Your installation's compliance to Building Regulations can be self certified

By using a GGF Member who is also a FENSA Registered Business, you get the four benefits above plus:

- All Members receive a site visit and are checked for financial security
- All References covering the companies' trading and local reputation have been obtained

- Their financial probity has been checked
- All Members work to a Code of Good Practice
- Free conciliation service if required
- Reduced cost arbitration scheme if needed
- Standard of service is monitored and regulated
- All products used will comply with all relevant Industry, British, European and International Standards
- All Members have been involved with the development of Industry Standards and Regulations

Look for the dual logo and get the best of both worlds and total confidence in your installation.



Glass and Glazing Federation



“Insist on GGF Protection”



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