



Glass and Glazing Federation

Customer Charter

Safeguarding

*your interests when you buy
replacement windows, conservatories
and other glazing products from
Glass and Glazing Federation Members.*



In an industry maligned for not putting the customer first, the Glass and Glazing Federation (GGF) presents a Customer Charter offering you a unique five star service:

Five Star

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

Advice on who to buy from

With a Membership carrying out some 60% by turnover, of all UK installations, the Glass and Glazing Federation is the recognised leading authority in the industry. More than 1,500 business locations mean there is now a GGF Member in almost every town in the UK.

Member companies vary from the large national market leaders to the smaller local concerns, but they are all united in providing you with the highest standards of product and service.

Of course there are also non-member companies, but their customers are not protected by the GGF's many safeguards, nor do they enjoy the GGF's respected technical and legislative expertise.

All GGF Member companies display the GGF Logo at their showrooms and their salesforce carry a small plastic GGF identity card as proof of membership. So, to ensure you deal with a GGF Member company, 'Look for the Logo, Ask for the Card'.



Look for the Logo

Advice on what to buy

All windows are not the same. In fact each one you buy will have been especially prepared to suit the unique design of your home and your requirements. So when it comes to deciding what to fit, there are many factors that should be considered:

- ◆ Style & design of frame
- ◆ Age, type & location of house
- ◆ Compliance with national standards
- ◆ Safety & security properties of both glass and frame fixings
- ◆ Budgetary limitation



GGF Member companies can provide and fit every type of window or conservatory, and their trained salesforce will be able to guide and advise you as to the best application for your personal needs.

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

You can also search for your local GGF Member and access information from our web site www.ggf.org.uk

Safeguards when you buy

All GGF Members trade under the GGF Code of Good Practice, which has pioneered the concept of a comprehensive trading practice within the glass and glazing industry.

Peace of Mind

The GGF Code of Good Practice

Provides you, the householder, with the following safeguards:

- ◆ Any deposit you place with a Member company shall 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 installed shall be to the current safety requirements of the British Standard BS 6262-4: 1994.
- ◆ Samples shown shall be representative of the product to be installed.
- ◆ Advertising shall be a true and accurate description of the products offered.



Quality and service at all times

Dealing with a GGF Member company assures high professional standards:

- ◆ All companies who apply for Membership of the GGF are subjected to careful vetting.
- ◆ Companies that do apply must have completed a minimum of three years trading and have satisfied the GGF of their intention and ability to abide by the Rules of the Federation.
- ◆ Under the terms of the GGF's Code of Good Practice, all Members must treat you, the customer, with courtesy and respect at all times and supply you with products that comply with the latest technical requirements.
- ◆ The GGF monitors the performance of Member companies. This ensures that the standard of the product, and the installation achieved, remains consistently high.

The GGF can offer you advice and guidance on any queries you may have.

Reputable and Professional



Saving you money and heartache

Continuing Customer Care

The previous four sections of the Charter have dealt with how the GGF can help you when first considering, and then becoming a customer of a Member company. But the Customer Service does not end there. The GGF continue to look after your interests well beyond the moment of sale.

GGF Member Warranties provide you with long term peace of mind, but are seldom called upon because 'Right First Time' is the level of achievement expected. If you do have a complaint against a Member company, 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. Some 95% do so, with the remainder being referred to arbitration.

ARBITRATION

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

Glass and Glazing Federation – work you can trust

As well as servicing 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 the glazing was provided and fitted by a GGF Member. It's reassuring to know that the same Member could also be the one fitting your windows.



Meeting the demands of modern living

The modern replacement window industry is a very different market to that of thirty years ago. In addition to a vast increase in the range of styles available you can also choose whether your framing material is aluminium, timber or PVC-U. Other factors such as the Environment have also become increasingly important. Modern home owners demand greater comfort, and economy in maintenance and running costs.

How can replacement windows help to meet these increasing demands?

ALUMINIUM

With thermal breaks which reduces the risk of condensation forming on the frame. Aluminium is a popular low maintenance material. Its main characteristic is its great strength and slim sections which allow you to have a greater glazed area.

STEEL

Modern steel windows offer energy efficiency, combined with strength and security, represent value for money and last a lifetime. Steel windows are low maintenance and help to retain the original appearance of your home.

PVC-U

Another low maintenance material that only needs a regular wipe with a cloth and warm soapy water. Now available in a whole host of colours, top quality PVC-U is an excellent insulator.

WOOD

This is a favourite with many who like its traditional and natural look. Long lasting and a very good insulator, it does require some maintenance.

Comfort

Double Glazing maintains an even temperature throughout a room, keeping in the warmth in winter. It increases living space by eliminating the cold down draught of single glazed windows, enabling you to sit close to the window even on the coldest day.

It also reduces condensation and insulates against high noise levels.

Economy

Approximately 25% of the heat lost in the average British home is through single glazed windows. By halving this heat loss, double glazing can reduce heating bills, or increase living space at no extra cost and higher performance units will reduce the loss by a further 33%.

Environment

Recent changes to legislation means that environmentally friendly higher performance units must now be incorporated into your replacement windows. If these windows were fitted in every house in Britain, Carbon Dioxide (CO₂) emissions arising from fuel consumption would be reduced by 10 million tonnes per annum. As well as benefiting the environment, such efficiency would also ease the pressure on finite fossil fuel reserves.

The Glass and Glazing Federation

The Glass and Glazing Federation (GGF) is the recognised leading authority for employers and companies within the flat glass, glazing, home improvement, plastics and window film industries. GGF Members can be found in over 1,500 business locations throughout the UK.

Talk to the specialists

All GGF Members follow a strict code of conduct which is laid down in the GGF's Code of Good Practice. By dealing with a GGF Member you reduce the risk of problems with any work carried out.

The Federation's logo on a company's literature or vehicles is a sign of quality and reliability. Insist on a GGF Member.

Contact us for a list of GGF Members.



Look for the logo



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