

## The Which? Trusted Traders 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 work that I/we am competent 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 timeline 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 Be open and approachable should you have 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.**

To read the full Code of Conduct please visit the FAQ section of the Which? Trusted Traders website.