

Information Sheet

The Carpet Foundation Consumer Code of Practice ADR Procedure

2) The Arbitration Process:

- If the Conciliation Service offered in the Carpet Foundation Consumer Code of Practice fails to persuade the parties to reach an agreed settlement of a complaint the consumer may refer the matter to the ADR Arbitration procedure.
- In cases where the consumer wishes to proceed with Arbitration the Retail member is required, under the terms of the Code of Practice, to agree to participate in the arbitration process.
- The Consumer and Retail member will need to sign a form agreeing to the Arbitration procedure and the fee of £25.00 + vat (consumer) and £55 + vat (retailer).

Any additional evidence from either party may be included with the Arbitration Agreement Form.
- The CF ADR official will carry out a site visit if necessary. In certain circumstances an independent sub-contractor may be used.
- The Code of Practice is concerned solely with the contract existing between the consumer and the retailer. The retailer must ensure that his suppliers will support him in the case of a complaint being identified as being the result of a manufacturing defect or performance shortcoming.

Application for Arbitration can be made either on paper or digitally, via post, email or phone. Arbitration normally only occurs if Conciliation has failed to find an acceptable solution to both parties.

In the event of a conflict of interest we will offer to replace our ADR official with the head of our compliance committee (Jonathan Price) who is a professional solicitor.

Parties to the ADR procedure are not obliged to obtain independent advice or be represented/assisted by a third party, although they may choose to do so.

Parties to Arbitration have the choice on whether or not to agree to, or follow the proposed solution.

Participation does not prevent the possibility of seeking redress through court proceedings.

The proposed solution may be different from an outcome determined by a court applying legal rules.

Once a solution is proposed the parties have 2 weeks to agree/disagree with the solution.

Parties to the ADR procedure will be notified of the outcome in writing and if requested via email.

Contact details for the Carpet Foundation are as follows:

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