

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 via post, email or phone. Arbitration normally only occurs if Conciliation has failed to find an acceptable solution to both parties.

Contact details for the Carpet Foundation are as follows:

The Carpet Foundation
MCF Complex
60 New Road
Kidderminster
Worcestershire
DY10 1AQ

Tel: 01562 755568

Fax: 01562 865405

Email: info@carpetfoundation.com

Website: www.carpetfoundation.com