



THE TILE ASSOCIATION

CODE OF PRACTICE

Members shall

- not conduct themselves in any manner liable to bring the industry or the TTA into disrepute and shall not operate their own business to the detriment of other members of the TTA, other than acceptable business practices.
- take every reasonable precaution not to bring the trade or product into disrepute by, for example, offering an unsuitable or lesser product in a known set of circumstances in order to secure the order.
- not knowingly bring about a breach of designer's copyright or sell a copy of a design either printed, by transfers or hand painted, under or over the glaze.
- comply, in advertisements, with the British Code of Advertising Practice and the IBA Code.
- encourage their customers to purchase product from and employ accredited suppliers and contractors
- encourage proper training for all staff in their employ
- ensure that advertising and promotional copy is clear and unambiguous. If special offers are advertised which are conditional, the conditions must be clearly stated. The basis of any value quoted must also be defined in accordance with the current Price Marking (Bargain Offers) Order.
- ensure that all prices shown should comply with current price legislation.
- ensure that all literature, brochures and catalogues given to clients should be up to date, as far as possible. If any major changes of specification are not noted, the customer should be informed.
- ensure that all technical queries will be dealt with quickly, efficiently and accurately.
- undertake to ensure that they and their staff will take all opportunities offered for instruction in their products and services and that all personnel involved in handling products and services or informing customers about products and services will have a comprehensive and up to date product/service knowledge.
- In the event of a customer notifying a member of a complaint, whether verbally or in writing, the member will acknowledge the complaint in writing within five working days and will endeavour to resolve the matter quickly and efficiently.
- undertake to ensure that all staff are trained in handling complaints with understanding and courtesy and are fully skilled in their respective occupations. All staff will be encouraged to attend relevant training courses and seminars.
- agree to abide by the Association's formal complaints procedure and its rulings, should a formal complaint be made against the member company



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- comply with all current health and safety legislation and ensure that their staff receive appropriate health and safety training.
- comply with all current employment and equal opportunities legislation
- carry all necessary insurance to comply with current Legislation.

