

Membership Application Form



TILE RETAILER / TILE DISTRIBUTOR

Customer Care:

Do you have a Customer Care Policy?	Yes / No
Do you display signage required under UK legislation, eg. pricing?	Yes / No
Do you display appropriate technical information, eg. PEI ratings, shading and crazing information?	Yes / No
Do you sell tiles via a website?	Yes / No
Does your website conform to the requirements of the Consumer Protection (Distance Selling) Requirements?	Yes / No
What proportion of your sales are on-line?	

Customer Service:

Do you offer a tile fixing service?	Yes / No
If yes: Do your Fixers comply with the requirements of BS5385, the code for fixing wall and floor tiles?	Yes / No
Will you encourage your tile fixers to apply for TTA membership, if not already a TTA Member?	Yes / No

Sales, Stock and Delivery *(applies to Tile Distributor only):*

Are your distributor sales maintained at over 50% of total sales?	Yes / No
Is over 75% of your business in wall and floor tiles and associated products?	Yes / No
Do you have a staffed sales office?	Yes / No