

Membership Application Form



SUPPORT SERVICES

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

Freight Services:

Please list the countries you operate in.	
Do you have multilingual staff? Yes / No	
If YES please list the languages	
Do you deal with groupage / container freight / or both? – <i>Delete as applicable</i>	
Do you have a minimum quantity for collection? Yes / No	If Yes, what is this ?
What proportion of your business is generated on line?	