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Dulux Select Decorator scheme quality assurance guarantee

Terms and Conditions

Scope of Guarantee

The Guarantee is available only for decoration work on private residential premises in the UK which is carried out by an approved **Dulux Select Decorator** using **Dulux** and **Sikkens Trade** products. This Guarantee does not affect a homeowner's statutory rights.

Activation of Guarantee

For the Guarantee to be available it must be activated which is done by returning this Job Completion form to **Dulux** within 28 days of the work being completed.

Claims under Guarantee

Before making a claim under the guarantee the homeowner must first try to resolve the matter with the **Dulux Select Decorator** scheme member. Only where the matter has not been resolved to the homeowner's satisfaction should they contact the **Dulux Select Decorators** membership scheme office.

Limit of Liability

The guarantee covers the amount by which the cost of remedying the defective work, when taken together with the cost of the work already done, exceeds the original price quoted for the work. Subject to this, the homeowner remains liable to pay the **Dulux Select Decorator** scheme member for the work carried out by the **Dulux Select Decorator** scheme member unless otherwise agreed.

The schemes complaints procedure (see complaints section) should be followed in the first instance.

Where the complaint refers to property or personal damage, **Dulux** will in the first instance ask the homeowner and their scheme member to pursue this through the scheme member's liability insurance. However, if for any reason this is not possible, **Dulux** will ask the homeowner to pursue the claim under their household insurance policy.

Under these circumstances **Dulux** will cover any excess payable and any additional cost the homeowner suffers due to an increase in their household insurance premium in the following twelve months. However, **Dulux** will not pay for any losses or costs that are not directly covered by the Terms and Conditions of this Guarantee.

The liability to **Dulux** under the Guarantee is capped at twice the invoiced cost of the work.

Dulux Select Decorators
Freepost MID20389
Arnold
Nottingham
NG5 1BR



T29207



The guarantee your home deserves

The sign of a quality decorator

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The **Dulux Select Decorators** scheme (the scheme) is an interior and exterior decorating service provided by independent decorators, who have been assessed and accredited and then appointed scheme members by **Dulux**. Members offer a minimum of a one year quality workmanship guarantee including deposit protection (terms and conditions apply). If the scheme member defaults on their guarantee **Dulux** will ensure they complete the work to a satisfactory level. If this is not possible **Dulux** will make alternative arrangements by appointing another scheme member within the liability of the guarantee to complete the work.

So sit back and relax – the professional scheme member who has handed you this leaflet is a **Dulux Select Decorators member**. Be safe in the knowledge that their work has been assessed, to ensure the highest standards are upheld.

Please take a few moments to read the sections on:

- The essential information
- Your optional one year guarantee
- How to activate your guarantee
- Complaints procedure

You can rest assured your scheme member:

- Has been assessed
- Is monitored by **Dulux**
- Is supported by a one-year guarantee

Dulux
SelectDecorators

The Dulux Select Decorators scheme is operated by Imperial Chemical Industries Limited (trading as ICI Paints AkzoNobel). Registered number 218019. Registered office 26th Floor Portland House, Bressenden Place London SW1E 5BG).



(B1) To be completed by the homeowner

Job completion & guarantee activation form

To register and **activate** your FREE 12 Month Guarantee from **Dulux** please complete all of part B of this form, seal it and return it to the **Dulux Select Decorators** office (postage paid) within 28 days of completion of the work.

Name: _____ Address of guaranteed work: _____
 _____ Postcode: _____

Your **Dulux Select Decorator's** name _____

Have you used a decorator before? YES NO

Did your **Dulux Select Decorator** quote for, and use **Dulux** and **Sikkens Trade** products? YES NO

How much did you pay for the whole job including labour, materials & any additional work not included on the original estimate/quotation?

Excluding VAT £ _____ Including VAT (if applicable) £ _____

Please Note: This information is confidential to the **Dulux Select Decorators** office and is required to record the guarantee liability

How did you hear about the **Dulux Select Decorators** service?

Recommendation Magazine Advertising
 Local Directory/Yellow Pages Web/Internet Other _____

We would now like to ask you a few questions to ensure that we can continue to monitor the standard of service and workmanship of **Dulux Select Decorators**. Please tick one box for each question to show how satisfied or dissatisfied you were with each of the following stages of the decorating process.

Dulux Select Decorator

Cost and Quotations	Completely satisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Completely dissatisfied
Reliability		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Workmanship		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overall Rating of the scheme member		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Dulux Select Decorator Service

Would you use this scheme member again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend this scheme member to a friend?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you use the Dulux Select Decorators service again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend the Dulux Select Decorators service to a friend?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General comments: _____

ICI will use the details you give us in this form to let you know about our news and about our products and services which may be of interest to you.

Tick this box if you are happy for us to use your comments to further promote the scheme member and the **Dulux Select Decorators** scheme.

Tick this box if you are happy for us to reference your name and comments to promote your scheme member.

The data provided above will be used for the administration of the scheme, to help build scheme member profiles on the **Dulux Website** and to inform about The AkzoNobel Group of Companies products and services. The customer's statutory rights are not affected. Please tick here if you wish to receive any further information from **Dulux**.

(B2) To be completed by the Dulux Select Decorator

Work not covered by the Dulux Select Decorators 12 month guarantee

Poor substrates, inadequate specifications made by homeowners and severe climate exposure can result in early breakdown in surface coatings. Your **Dulux Select Decorator** scheme member will have advised you accordingly if the work undertaken will not be covered by the guarantee and confirmed his/her reason below. Your statutory rights remain unaffected.

Details: _____

Dulux Select Decorator scheme members who have worked on the job. Please list the names below:

- The work is on non private residential premises
 The work was undertaken by an employee/or sub-contractor not registered under the **Dulux Select Decorators** scheme

I have read the terms and conditions of the guarantee and agree to be bound by them.

Signature: _____

Name: _____ Date: _____

RECOMMEND YOUR SCHEME MEMBER TO A FRIEND

If you were happy with the service you received from your **Dulux Select Decorator** why not recommend him/her to a friend. If so, please fill in the details below and we will send your friend information to explain the service and introduce your scheme member. We will inform your friend that we obtained their details from you and state that after we have made initial contact with them they will have an option to opt out of receiving any further information.

Please note it is your responsibility to obtain permission from your friend before forwarding this information to us.

Friend's name and address: _____
 _____ Postcode: _____

Tel: _____

Do you have permission from your friend for **Dulux** to contact them YES NO

FREE MONTHLY PRIZE DRAW – WIN A LUXURY HAMPER*

As special thank you for using the **Dulux Select Decorator** service, we would like to give you the chance to win a top quality hamper in our monthly FREE prize draw. All you have to do is enter your name and contact number below to be entered in the draw which takes place at the end of each month.

Your name (print): _____ Tel: _____

*Entry via submission of a completed Job Guarantee form. The prize draw will take place on the 25th day of every month. For full terms and conditions please visit www.duluxdecorator.co.uk/winnerhamper



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Your optional one year guarantee

- Your decorator will guarantee his workmanship for one year from completion of your job providing **Dulux** and **Sikkens Trade** products are used.
- **Dulux** will underwrite your decorator's workmanship guarantee for the same one year period.
- **The Dulux Guarantee** will still cover the application of complementary products i.e. fillers, preparation materials and wall coverings but strictly excludes use of competitor's products when the product is available from the **Dulux** and **Sikkens Trade** range. **Please note: use of competitor's products will invalidate your guarantee.**
- **Complementary products:** the application and use of these products are covered by the

workmanship guarantee; however, in the case of product failure, your decorator would claim directly from his supplier and/or the manufacturer to cover costs for any remedial work required. Your statutory rights remain unaffected.

- **Please note:** Poor substrates, inadequate specification made by homeowners and severe climate exposure can result in early breakdown in surface coatings. Your **Dulux Select Decorator** scheme member will advise accordingly. If the work is undertaken it will not be covered by the guarantee. **This will be clearly stated by the scheme member in their quotation and on the Job Completion form.** Your statutory rights remain unaffected.

How to activate your one year workmanship guarantee

What you need to do

Stage 1 – your **Dulux Select Decorator** scheme member is not employed by **Dulux** and therefore can undertake work outside of the **Dulux Select Decorator** members scheme. Therefore to qualify your job under the guarantee and for us to respond to any problems whilst the work is in progress, it is essential your **Dulux Select Decorator** scheme member completes and returns the Job Commencement form. Your assistance is required by countersigning this form.

Stage 2 – To activate your one year guarantee you need to complete, sign and return the Job Completion form included in this booklet. Your guarantee will then be recorded and activated in the **Dulux Select Decorator** membership scheme office. **If you don't return your form within 28 days of job completion, your guarantee cover will become void.**

Deposits

Your deposit is automatically covered to 25% of the job value to a limit of £3,000. **No action is required from you.**

The essential information

Scheme members work to strict criteria and standards that we've organised into categories for your easy reference.

Workmanship

- Work is durable and to a high standard.
- Care and due attention is given to preparatory work required for surfaces and/or materials to be painted or covered.
- Adequate protection is provided for surfaces that are not to be painted and furniture and furnishings.
- The customer's home or premises are left clean and tidy and any debris is removed.

Quotation/Estimate

- It must be clear whether the homeowner has been given an estimate or quotation. Please note – a quotation is a binding agreement as to the price.
- Quotations or estimates must be given in writing, should be legible, comprehensive and include a detailed specification of the work to be done. There should be no hidden costs and VAT must be included (where applicable). All materials, labour and clearing of debris associated with the job should also be included.
- Terms of payment (including deposit if applicable) must be made clear.

Deposits

- When requested, deposits must not exceed 25% of the job value to a maximum of £3,000.
- Deposits are protected under the **Dulux Guarantee**. Please see the Guarantee section for further information.

Conduct

- Scheme members must provide a high standard of service. They should be honest and courteous in all of their dealings with the homeowner.

Insurance

- Scheme members must have public liability insurance of a minimum of £1m in place. The scheme's administrators undertake periodic independent checks to ensure that members maintain this cover.

Products used

- All products must be used in accordance with the manufacturer's instructions.
- If you ask your **Dulux Select Decorator** scheme member not to follow the manufacturer's product specification for whatever reason and they are prepared to undertake the work on that basis, the **Dulux Guarantee** will become invalid.
- **Dulux and Sikkens Trade products must always be used if available.** Please see the Guarantee section for further information.

To be completed by the Dulux Select Decorator Customer record card

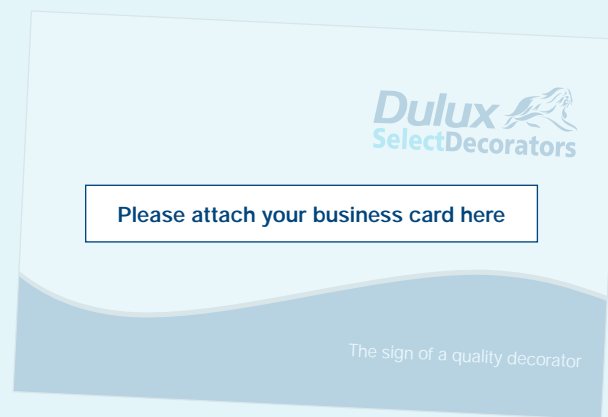
Job completion date _____

Guaranteed until date (1 year) _____

Scheme member details _____



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Complaints procedure

- In the unlikely event that you have a complaint, please raise it in the first instance with your scheme member. They are then required to inform the **Dulux Select Decorators** office of the complaint.
- Under the Code of Practice and the Terms and Conditions of the Guarantee your scheme member is required to resolve the complaint directly with yourself. If this is not possible, you can lodge an official complaint by calling the scheme's customer service department on 0845 762 6990.
- Scheme operators will mediate and attempt to resolve the complaint. If this fails, an assessor will be appointed to visit and view the job in the presence of the homeowner and the **Dulux Select Decorators** scheme member to agree a course of action. The **Dulux Select Decorators** scheme member is bound by the assessor's findings to undertake the appropriate remedial action.
- In the event of the scheme member being in **liquidation or not able to undertake remedial work**, the scheme operators will appoint and agree a specification to be undertaken by another scheme member.
- The guarantee does not cover a breakdown in relationship between the two parties or contractual dispute. It is the responsibility of both parties to attempt to resolve any such dispute. The scheme operators are prepared to mediate and attempt to resolve the complaint. Subject to the circumstances, the scheme's operators, **at their discretion**, may appoint and agree a specification to be undertaken by another scheme member.
- Assessors' reports are circulated to both parties and can be used by either party to assist in any further action they may wish to take.
- If the homeowner or scheme member is not satisfied with the assessor's findings and recommendation, the scheme operators would work with an independent body such as the Local Trading Standards to resolve the complaint.



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GUM AREA - DO NOT PRINT

To be completed by the Dulux Select Decorator Job commencement form

Dear Dulux Select Decorator,

This form tells us that you are either intending, or not intending, to guarantee the job you are about to start. Under the **Dulux Select Decorator** scheme you must notify us, in either case with the information required below. Please detach and return this form before starting and before handing the Guarantee Activation form to your customer.

Member's name: _____ Membership no: _____

Company: _____ Postcode: _____

Customer name (print): _____ Customer tel: _____

Customer town (print): _____ Customer postcode: _____

Anticipated start date of job: _____ Completion date: _____

Will this job be guaranteed for 12 months? YES NO

If NO please give details you intend to enter on the customer's Guarantee Activation form in section B2 (work not covered by the **Dulux Select Decorators** 12 month guarantee): _____

Has the customer been informed accordingly? YES NO

Total job value on quotation or estimate (including labour & materials):

Excluding VAT £ _____ Including VAT (if applicable) £ _____

Type of work to be undertaken: Please tick

Hall & Landing Lounge/Dining Room Kitchen Bathroom

Bedroom External Walls External Windows & Doors

Others please specify: _____

Brief description of work to be carried out _____

Brands of products you intend to use: _____

Types of products you intend to use: _____

Amount of **Dulux/Sikkens Trade** paint you anticipate to use: _____ litres _____

Member signature: _____

Print: _____ Date: _____

Customer signature: _____

Remember to complete section B2 in the Job Completion and Guarantee Activation form (if required).

GUM AREA - DO NOT PRINT

GUM AREA - DO NOT PRINT