



CONTRACT DEPOSIT GUARANTEE SCHEME

Due to the nature of the glazing business a large proportion of the products supplied are bespoke; made specifically for the particular situation or property. In the circumstances, it is established practice that a deposit is placed by the customer with the supplier when a contract is entered into

Occasionally, the organisation or person taking the deposit is unable or unwilling to fulfill the contract and may not be in a position, through bankruptcy or company liquidation to refund the deposit.

As part of the Commitment to Good Practice all members of the National Federation of Glaziers are obliged not to use advanced deposits received, on any contract for the general running of the business, and to keep a monitored record of deposits in hand, or to use a separate bank account to keep these deposits isolated from the operational bank account(s).

The Federation offers a Contract Deposit Guarantee Scheme (CDGS), to further protect the consumer who places a deposit on a contract made with a Federation Member. In the event that the Member ceases to trade and is unable to fulfill the contract the deposit will be refunded to the Depositor in full.

Terms and Conditions of the CDGS

1. The Member and/or its customer must contact the Federation when the deposit is made, and provide a copy of the Contract together with the full amount of the deposit made payable to National Federation of Glaziers
2. Payment may be made by cheque, or upon application, by BACS transfer.
3. Upon receipt of the deposit, the Federation will acknowledge receipt under the Scheme, to both the Member and the Depositor.
4. The deposit will be held in escrow until the date of commencement of the work under the contract.
5. The Member will notify the Federation as soon as the work is booked to commence , providing contact details to the customer.
6. On the day of commencement of the work the Federation will contact the customer, and provide that the work has commenced, will release the full deposit held in escrow to the Member.
7. For all Deposits of £1,500 and over this service is provided without charge. For smaller deposits a small handling charge may be made. The amount will be paid by the Member, and this will be agreed before the deposit is placed in escrow. This fee will be deducted upon the release of the deposit.
8. Once the customer has given consent for the release of the deposit, in whatever form acceptable to the Federation, the liability of the Federation is extinguished.
9. In the event of a dispute between the Member and Depositor as to the release of the deposit, the matter will be referred to the Chairman of the Federation, whose decision shall be final and binding upon both parties.
10. The liability of the Federation will extend to the total of the Deposit and will not in any circumstances exceed this amount.
11. Only registered Members of the Federation, at any time the deposit is lodged, may take part in the Scheme.