

# The British Association of Removers

## CODE OF PRACTICE



Hiring a removal firm that is a member of the British Association of Removers (B.A.R) will give you the extra confidence and peace of mind you need during one of life's more stressful experiences.

As a member of the B.A.R., we subscribe to the B.A.R Code of Practice, designed to help members maintain the highest standards of service and to protect their customer's interest.

### **What is the British Association of Removers Code of Practice?**

The code sets out the standards that furniture removal companies should comply to regarding service, fair trading, advertising and handling complaints. Compliance with the code is mandatory for all members of the British Association of Removers.

### **A full copy can be found at:**

<https://bar.co.uk/why-use-a-bar-member-for-your-move/>

### **Our Code of Practice Commitment to You:**

We promise you that we will act fairly and reasonably in all our dealings with you and uphold all the standards combined in the Code of Practice. Our key commitments are:

- We will make sure that our advertising and promotional literature is clear and not misleading.
- We will give you a clear description, price and timetable for the work to be carried out.
- We will offer insurance or other protection options.
- We will explain clearly our liability for loss or damage, the time limit for making claims and cancellation/postponement rights and charges. (see Clauses 6 – 6.5).
- We will provide staff who are courteous, competent and committed to providing a high standard of service.
- We will publicise the Code of Practice, have free copies available and make sure staff are trained to put it in practice