

Remember:

- Every Buy With Confidence business has been fully vetted by Trading Standards professionals
- **Member businesses are monitored to ensure they continue to provide good customer service**
- More than 50 Trading Standards Services support the scheme, as they believe it gives consumers the protection they need
- **You can search for members at buywithconfidence.gov.uk**

Top Tips:

- Get three quotes from different businesses for every major job you need doing - and remember, cheapest is not always best
- **Don't use cold callers, especially if they come to your door**
- Use Buy With Confidence - Trading Standards Approved businesses to help ensure your legal rights will be respected

We Only Take The Best

Buy With Confidence is owned and controlled by Trading Standards services, which ensures that the focus is on protecting consumers, not on profit.

We're happy to turn away businesses that don't meet our standards, so you can be sure that if a company is part of the scheme, it's because they've proven themselves.

To find out more and to search for businesses you can trust:

Visit buywithconfidence.gov.uk

or call the Citizens Advice Consumer Service on

03454 040506

and ask them to find you a Buy With Confidence member



Find Businesses You Can Trust



Price isn't the only thing you need to consider when you're deciding which businesses to use - just as important are customer service and trustworthiness. But how can you tell which businesses are good and which aren't?

Buy With Confidence is a Trading Standards owned and controlled business approval scheme which does the checking for you. You can feel confident that any business that is a member of the scheme, has proven themselves following rigorous vetting.

Always look out for the Buy With Confidence logo or search for Trading Standards Approved businesses at buywithconfidence.gov.uk to find companies you can trust.

Buy With Confidence is...

- The largest local authority run approved business scheme in the UK
- Supported by 50+ local authority Trading Standards Services nationwide
- Independently run by Trading Standards, not by third parties
- Not for profit, so it's purely run for the benefit of customers and the scheme's members
- Open to nearly all business sectors

The only nationally available Trader Approval Scheme owned and controlled by Trading Standards Services

The Buy With Confidence Standard

Before admission, businesses are fully audited to ensure they follow the law. This includes an on-site visit by a Trading Standards Professional.

The business' previous history is checked for CCJs and customer complaints. Background checks are also run for solvency and more.

Criminal records certificates are checked for anyone who works in or around someone's home.

Customer feedback/references are monitored before and after approval to ensure ongoing good service.

The rigorous standards mean anyone using the Buy With Confidence logo has proven they are amongst the best.

