### <sup>66</sup>Make sure it's a SureBuy<sup>99</sup>

George Clarke

Ombudsman Scheme

**Sure**Buy

DGCOS

Trust, Confidence & Peace of Mind when buying glazing products

## The Double Glazing & Conservatory Ombudsman Scheme

## **"I am proud to** support DGCOS in their mission to protect consumers<sup>99</sup>

George Clarke Brand Ambassador

## **Consumer Protection, Made Simple:**

Key Consumer Benefits using a Platinum Member:



Vetted & Accredited Installers All DGCOS platinum members have successfully passed our strict accreditation process

and are audited annually to ensure they

adhere to our scheme rules.



#### Free Deposit Protection Insurance

Any single or staged deposit payment paid to a DGCOS member will be protected should their installer cease to trade before completing the installation (up to the total of 25% of the contract value).



#### Free Insurance Backed Guarantee (IBGs)

Every consumer using a DGCOS platinum member will receive a free IBG to protect the workmanship guarantee should their installer cease to trade upon completion of the contract.

Join the 350,000 consumers who have used a DGCOS member.

#### **Free Stage Payment Protection**

Any single or staged deposit payment paid to a DGCOS member will be protected should their installer cease to trade before completing the installation (up to the total of 25% of the contract value).

#### Access to Ombudsman Services

Consumers using a DGCOS platinum member will have free access to a highly regarded Ombudsman should we fail to resolve your dispute.











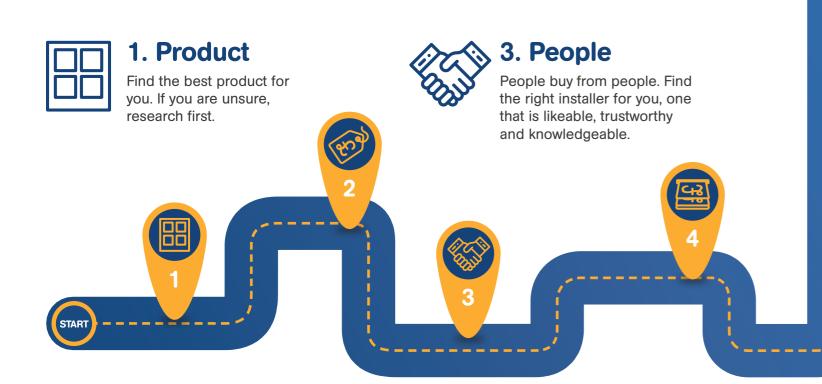


#### **Alternative Dispute Resolution**

DGCOS expert mediators are always on hand to help resolve any disputes which may arise between a consumer and any one of our members.

# **Your Buying Journey**

Using a DGCOS Member gives you the trust, confidence and peace of mind you deserve when buying any glazing products.



### 2. Price

Once you have the right product, make sure you find the right price representing the best value for money. Make sure you get a few quotes.



### 4. Payment

Find the appropriate payment method, either self-funding or finance.



### **5. Peace of Mind**

Allow DGCOS to provide the peace of mind for you.

> <sup>66</sup> If you are installing double glazing or a conservatory, I strongly advise you use a member of DGCOS<sup>99</sup>

> > Nick Ross Brand Ambassador

### **DGCOS Key Statistics:**





**Total Consumers** Protected

350,000











**Total Contract** Values Protected





**Total Products** Protected

## SureBuy Group

DGCOS is a proud partner of SureBuy. DGCOS, as a SureBuy affiliate partner, agrees to the adoption and implementation of the SureBuy core principles and shares the same vision of transforming consumer protection in the UK.

**Sure**Buy

SureBuy - for happy homes.

DGCOS

Ombudsman Scheme

## **SureBuy Group in Numbers**





700,000

consumers protected

Over









RENEWABLES www.hiesscheme.org.uk



INSULATION www.gdgc.co.uk

GLAZING www.dgcos.org.uk



VALIDATION www.epvs.co.uk











Over £340 million worth of deposits protected







HOME IMPROVEMENTS www.hicsscheme.org.uk



**OVERSIGHT** www.flexi-orb.com



www.dgcos.org.uk

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