

Associate Registration Application Form

Private and Confidential

This is a self-assessment invoice. This should be assessed by the subscriber and completed **in full** and return to The Furniture Ombudsman **with your subscription payment**. Please **retain a copy** of your subscription for VAT purposes.

IMPORTANT NOTE: Your subscription to The Furniture Ombudsman is a **tax-deductible** expense

REGISTRATION APPLICATION

We wish to apply to become registered members of The Furniture Ombudsman in accordance with the terms and conditions shown overleaf. We understand that registering to Associate Membership is for companies who provide products or services to the furniture and floorcovering industries.

CONTACT DETAILS

Contact Name:		
Company Name:		
Trading Name (if different):		
Address:		
Tel no:	Fax no:	E-mail

BUSINESS INFORMATION

Nature of business <i>Please circle appropriate type(s)</i>	Fabrics / Components / Yarns / Treatments and Cleaning / Finance / Other
Total number of outlets <i>Insert number - please supply a separate list of branch/outlet addresses</i>	
VAT number	
Company Registration Number	
Trade Association Registered Membership	
Buying Group Registered Memberships	
Turnover: <i>Please give the annual gross amount based on last audited accounts of sales within the UK (excl VAT). Domestic furniture and floorcovering sales only</i>	£

REFERENCES

Please give the name, address and telephone number of two companies to whom you supply your products or services:

Reference One:	Reference Two:

ADDITIONAL COMPANY CONTACTS

Customer Services Manager		Tel number:	
Please nominate a person for point of contact for The Furniture Ombudsman enquiries (if different to the above)		Tel number:	

SUBSCRIPTION TO THE FURNITURE OMBUDSMAN

Our company has assessed the subscription as follows:

FEE	EXAMPLE	TOTAL
1. Annual Registration Fee	Annual fee payable by all members	£100.00
2. Subscription by Turnover	Annual gross turnover of your company: Below £1 million = £250 £1 million to £5 million = £500 Over £5 million = £750	£
3. Sub-Total	The total of no.1 (reg. fee) and no.2 (sub. By turnover)	£
4. VAT	At 17.5% of no.3 (Sub-Total)	£
5. TOTAL	The total of no.3 (Sub-Total) and no. 4 (VAT)	£

CREDIT CHECKS

All registered members should be aware that applications will be subject to a credit check and that, from time to time, random checks may be carried out on existing registered members.

REGISTERED MEMBER'S DECLARATION

We have read the terms and conditions below and acknowledge the responsibilities of registering with The Furniture Ombudsman. We understand that we may withdraw by giving notice in writing three months before the expiration of the subscription year. We further understand that in default of giving such notice we shall be liable to pay the subscription for the whole of the following year. Registered Members are issued with, and are entitled to display, membership certification and The Furniture Ombudsman logo provided that a Director, Partner, or Proprietor signs the declaration and the annual subscription is fully paid.

Signature:**Date:****Name:****Position:****DATA PROTECTION ACT 1998**

We will keep a record of the information you give us. This enables us to maintain membership records and produce statistics. We may also give information to The Furniture Ombudsman Council, The Furniture Ombudsman Advisory Panel, or other body monitoring the operation of The Furniture Ombudsman

TERMS AND CONDITIONS OF REGISTERING WITH THE FURNITURE OMBUDSMAN

Businesses registering with The Furniture Ombudsman undertake to:

1. Rules of Registration and Code of Practice

1.1 Abide by the Rules of Registration, Code of Practice and The Furniture Ombudsman Charter, a copy of which is available on request.

2. Management Representative

2.1 Appoint a management representative as an official "link" with The Furniture Ombudsman and nominate an authority for after-sales service (changes must be notified within 14 days of their being made)

3. Logo

3.1 Display The Furniture Ombudsman charter and logo where they can be clearly seen

3.2 Use the logo only as laid down in the Code and in the guidelines for its use, discontinuing any use that is deemed by The Furniture Ombudsman to be misleading or otherwise unacceptable

4. Complaints Procedure

4.1 Institute written procedures for dealing with complaints and issue them to staff over the signature of the above management representative

4.2 Ensure these written procedures are reviewed annually

4.3 Monitor complaints and analyse the results on a regular basis

4.4 Accept the procedures for resolving complaints, and accept the decisions of The Furniture Ombudsman Conciliation Service as binding, meeting costs as laid down, if appropriate

5. Product Information

5.1 Provide, as manufacturers, and as retailers, display, product information in accordance with the Code of Practice and The Furniture Ombudsman labelling system

6. Training

6.1 Train all staff to ensure that they are fully aware of their obligations under the Code of Practice and at law

6.2 Keep a record of this staff training

7. Customer Orders

7.1 Establish written procedures for monitoring the delivery of outstanding orders, so as to be able to identify those likely to become overdue and notify the customers concerned

8. Service Requests

8.1 Establish an agreed procedure for handling and monitoring service requests

9. Provision Of Information

9.1 Provide information relevant to your obligations under the Code of Practice and The Furniture Ombudsman rules and guidelines

9.2 Allow reasonable access to your premises, with prior notice and during normal working hours, to any person designated by The Furniture Ombudsman to ascertain whether the Code of Practice and the rules and guidelines of The Furniture Ombudsman are being adhered to

10. Annual Subscriptions

10.1 Ensure the accuracy of the calculation of the annual subscription in accordance with the formula ruling at the time

10.2 Acknowledge that The Furniture Ombudsman is entitled to terminate the membership of companies found to have failed to do so