

BMF CUSTOMER CHARTER

As Members of the Builders Merchants Federation (BMF) we are dedicated to giving all our customers efficient and courteous service. We are signatories to the BMF CUSTOMER CHARTER which lays down minimum service standards. Members of the Charter Registers promise to observe these standards in their dealings with customers at all times.

The text of the BMF Customer Charter is shown opposite.

The BMF Charter provides for levels of good practice that are over and above your normal contractual rights. It has the full support of the Government and is part of our campaign to maximise the efficiency of the supply side of the construction industry.

CHARTER STANDARDS

- COMPREHENSIVE AND QUALITY STOCKS
 - VALUE FOR MONEY PRICE STRUCTURE
 - PROMPT DELIVERIES
 - STRUCTURED CREDIT FACILITIES
 - HELPFUL AND EFFICIENT SERVICE
 - COMMITMENT TO PRODUCT, CUSTOMER CARE AND SAFETY TRAINING
 - TECHNICAL ADVICE FROM EXPERIENCED TEAMS
 - PROMPT HANDLING OF ENQUIRIES
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CHARTER ENFORCEMENT

If you think that our branch from which you collected this leaflet has not complied with the Charter Standard set out opposite, you should first write to our Chief Executive at the head office address shown overleaf. Please state in your letter the reason for your complaint and which Term or Terms have been breached.

Should you consider that you have not received a satisfactory response from the company within 14 days you should write to:

The Director, Builders Merchants Federation, 15 Soho Square, London, W1D 3HL. Fax: 020 7734 2766. Email: info@bmf.org.uk.

You should send copies of all correspondence regarding your complaint with your letter. The Federation then will investigate the matter and will keep you informed of the result of their enquiries. BMF has the right to remove a Member from the Charter Register and, in the event of a serious breach, to expel a Member from the Federation.



THE BUILDERS MERCHANTS FEDERATION (BMF)

The Builders Merchants Federation (BMF) is the national trade federation which represents almost 300 Member companies trading from over 3,000 branches across the UK.

To become a Member of the BMF, builders merchants have to adhere to strict criteria, ensuring that customers get the quality of service they deserve. Most Members have the distinct blue and white BMF logo in their windows so you know you will receive quality service.

For a list of Members who have signed up to the Customer Charter write to the address below:

BUILDERS MERCHANTS FEDERATION
15 Soho Square, London, W1D 3HL

Fax: 020 7734 2766
Email: info@bmf.org.uk
www.bmf.org.uk



INVESTOR IN PEOPLE

EAST MIDLANDS

ALFRETON
Tel: 01773 832695
ASHBOURNE
Tel: 01335 343145
BELPER
Tel: 01773 822804
BURTON ON TRENT
Tel: 01283 565021
DERBY
Building Tel: 01332 349083
Roofing Tel: 01332 368293
Plumbing Tel: 01332 349583

HATTON
Tel: 01283 520315
NOTTINGHAM
Tel: 0115 938 2283
SWADLINCOTE
Tel: 01283 221818

MIDLANDS

ASHBY DE LA ZOUCH
Tel: 01530 416362
COALVILLE
Tel: 01530 832064
COVENTRY
Gulson Road Tel: 024 7663 4000
Lyhalls Lane Tel: 024 7666 8000
EARL SHILTON
Tel: 01455 848823
KENILWORTH
Tel: 01926 851155
LEICESTER
Tel: 0116 260 2715
MARCH
Tel: 01354 653132
MARKET HARBOUROUGH
Tel: 01858 462579
NUNEATON
Tel: 024 7664 1641
RUSHDEN
Tel: 01933 314703
THRAPSTON
Tel: 01832 734495
WISBECH
Tel: 01945 584491

WEST MIDLANDS

BIRMINGHAM
Tel: 0121 766 6999
CRADLEY HEATH
Tel: 01384 638888
KINGS NORTON
Tel: 0121 433 3440
LUDLOW
Tel: 01584 711777
NEC
Tel: 0121 780 2428
REDDITCH
Tel: 01527 67567
SHREWSBURY
Tel: 01743 232048
STRATFORD UPON AVON
Tel: 01789 414841
TAMWORTH
Tel: 01827 281935
TELFORD
Tel: 01952 613561
WALSALL
Tel: 01922 710777
WORCESTER
Tel: 01905 354160

GREATER MANCHESTER

BOLTON
EBM Tel: 01204 493961
Castle Tel: 01204 577775
STOCKPORT
Tel: 0161 428 0314
SWINTON
Tel: 0161 793 6600

NORTH WEST

CREWE
Tel: 01270 212121
LONGRIDGE
Tel: 01772 783437
MARKET DRAYTON
Tel: 01630 652481

NANTWICH

Tel: 01270 610500
NEWCASTLE UNDER LYME
Tel: 01782 617354
NORTHWICH
Tel: 01606 42414
PRESTON
Stocks Road Tel: 01772 728826
Miller Road Tel: 01772 704848
STOKE ON TRENT
Tel: 01782 599550
WIGAN
Tel: 01942 725658

NORTH

BARNSLEY
Tel: 01226 730400
CHESTERFIELD
Tel: 01246 232402
DONCASTER
Tel: 01302 820323
HARROGATE
Tel: 01423 889947
MANSFIELD
Tel: 01623 420121
PONTERFRACT
Tel: 01977 795114
ROTHERHAM
Tel: 01709 365686
SOUTH KIRKBY
Tel: 01977 642265
WAKEFIELD
Tel: 01924 376821
WOMBWELL
Tel: 01226 340010

SCOTLAND

AIRDRIE
Tel: 01236 764884
CUMBERNAULD
Tel: 01236 454454
FALKIRK
Tel: 01324 563311
KIRKCALDY
Tel: 01592 202592
LAW
Tel: 01698 351234
WHITBURN
Tel: 01501 741316

NORTH OF THAMES

BARKING
Tel: 020 8592 8282
HEATHROW
Tel: 01784 253221
HIGHGATE
Tel: 020 8883 9722
MUSWELL HILL
Tel: 020 8444 7888
NEW SOUTHGATE
Tel: 020 8361 3637
PARK ROYAL
Tel: 020 8453 0880
STEVENAGE
Tel: 01438 369201
STOKE NEWINGTON
Tel: 020 7254 1117
STRATFORD E15
Tel: 0208 510 4600
WELWYN GARDEN CITY
Tel: 01707 335502

SOUTH OF THAMES

BEXLEYHEATH
Tel: 020 8304 3567
CHESSINGTON
Tel: 020 8974 1065
CRAWLEY
Tel: 01293 614114
CROYDON
Tel: 020 8681 2911
FARNHAM
Tel: 01252 714604
KINGSWOOD
Tel: 01737 360236
PECKHAM
Tel: 020 7639 0138
WEST WICKHAM
Tel: 020 8776 0222

ANGLIA

BASILDON
Tel: 01268 729266
BRAINTREE
Tel: 01376 322944
BRENTWOOD
Tel: 01277 233323
HADLEIGH
Tel: 01473 822318
HAVERHILL
Tel: 01440 702453
ROCHFORD
Tel: 01702 544212
SUDBURY
Tel: 01787 373617

SOUTH CENTRAL

ANDOVER
Tel: 01264 341200
GOSPORT
Tel: 023 9251 0177
NEWBURY
Tel: 01635 573700
POOLE
Tel: 01202 735735
PORTSMOUTH
Tel: 023 9266 2261
THEALE
Tel: 0118 9323700

CENTRAL

AYLESBURY
Tel: 01296 619080
BUCKINGHAM
Tel: 01280 817517
MILTON KEYNES
Tel: 01908 644222
OXFORD
H/Side Tel: 01865 787701
L/Side Tel: 01865 787719
Botley Tel: 01865 255730
SANDY
Tel: 01767 691652
WANTAGE
Tel: 01235 771128

WESTERN

ABERFAN
Tel: 01443 690221
CAINE
Tel: 01249 812864
CHELTENHAM
Tel: 01242 546080
CIRENCESTER
Tel: 01285 888120
GLOUCESTER
Tel: 01452 317900
KILCOT
Tel: 01989 720900
MALMESBURY
Tel: 01666 823518
SWINDON
Days Tel: 01793 695252
WBS Tel: 01793 481447

SOUTH WEST

WESTON SUPER MARE
Tel: 01934 626503
WELLINGTON
Tel: 01823 660567



CUSTOMER CHARTER

What you can expect from

BUILDBASE

A Great Deal More for the Builder

