

Medway Fair Trader Scheme

Limitations of the Scheme

The Medway Fair Trader Scheme is concerned primarily with the customer service procedures of a business. It should not be considered an assurance of any other aspect of that organisation's business.

Please be aware that there are some limitations to what the scheme can achieve, in particular we do not:

- Guarantee the financial status of any business
- Accept any liability for any goods or services provided by any business
- Guarantee the quality or condition of any goods or services provided by any business
- Guarantee that the price of goods and services supplied is competitive relative to any other business

While we make every effort to ensure that members comply with the law we cannot guarantee that their work will never give rise to a complaint. However, should this be the case, any difficulties should be dealt with fairly and without undue delay. If you buy goods or services from any of the members currently listed on our website, we hope that your experience will be positive and we encourage you to leave feedback to let us know your views. You can do this via the website www.medway.gov.uk/fairtrader.

Choosing a Medway Council Fair Trader business

The website lists business contact details, the goods and services they provide and, in some cases, their qualifications and membership of statutory bodies such as Gas Safe. When choosing a business, particularly when arranging a service, you should satisfy yourself that you both agree what work is to be done and the price that is to be paid. You should obtain more than one quote and choose the business you are most happy with.

Clearly the price is important but it is not the only factor you should take into consideration.

Complaints

It is a requirement of the scheme that consumer rights are observed.

If there is a problem with the goods or services you are buying, please let the business concerned know as soon as possible so that a solution may be found. If you do not receive a response or remain unhappy please contact us

via Citizens Advice Consumer Service on 08454 04 05 06. They will provide you with initial advice and pass your details onto Trading Standards.

Although we are not a party to the agreement between you and the seller, and will not be able to compensate you, we are able to offer assistance in resolving disputes if they should arise. Where appropriate, we may also take appropriate disciplinary action if the terms of membership have been breached.

Business users

Every reasonable effort is taken to ensure that the information on this site is accurate. If you become aware of any errors, omissions or information which requires amendment, please notify us as soon as possible.

Please note: when participating in the Medway Fair Trader Scheme, Medway Council shall not be liable to you for any indirect or consequential loss (whether for loss of profit, loss of business, depletion of goodwill or otherwise), costs, expense or other claims for consequential compensation whatsoever (howsoever caused) which arise out of or in connection with your use of this and any linked website.