



## Press Release

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### **Market Leader B&Q Leads the Way with Increased Consumer Protection**

Consumers in the UK are seeing a rapidly changing market place - with significant players such as Habitat, TG Hughes, Homeform and Focus Do It All going into administration in recent weeks.

Furthermore Thorntons and Carpetright amongst many others have announced poor sales and store closures.

With the prospect of more retailers following in the footsteps of these well-known brands, consumers will naturally now be concerned and cautious about making payments for products and services in advance of delivery, for fear that their purchases won't be delivered or that they may lose their money completely.

Recent research carried out by the consumer watchdog "Consumer Focus" reported that one in ten consumers failed to receive the delivery of goods that they had purchased during 2010.

B&Q, in addition to a number of other major retailers, have been licensed by TrustMark, the government backed quality mark for tradesmen who carry out work around the home, and so provide 'Deposit Protection Insurance' free to consumers buying kitchens, bathroom & bedroom installation by the licensed retailer.

With immediate effect B&Q have introduced this offering on all home delivery and special order products, across the whole store. All their customers will benefit from independently backed "FREE" Customer Insurance. Should they not be protected by their chosen payment method this will protect their payments for purchases prior to them being delivered".

B&Q are the first and only retailer in the UK to offer this benefit across all product categories across the whole store.

Trustmark's Stuart Carter said that he was delighted that TrustMark initiatives were continuing to raise standards of customer care in the home improvement sector.

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## What is TrustMark

TrustMark helps you find reliable and trustworthy tradesmen to carry out repairs, maintenance and improvements to the inside and outside of your home. The scheme is supported by the Government, the building industry, retailers and consumer protection organisations.

For further information about TrustMark, go to [www.trustmark.org.uk](http://www.trustmark.org.uk)

## What makes selecting TrustMark tradesmen so worthwhile?

1. A firm's technical skills have been **independently checked** through regular **on-site inspections**, as well checks on their **trading record** and **financial status**
2. Firms have signed up to a **code of practice** that includes **insurance**, good **health and safety** practices and **customer care**
3. The approved scheme operator has checked, and will continue to monitor firms' **quality of work, trading practices** and **customer satisfaction**
4. Firms are able to offer an **Insurance Backed Warranty**
5. **Deposit Protection Insurance** is available for consumers in the event a firm should cease trading
6. The firm will tell you about any **building regulations** you must comply with and may also be able to provide appropriate certificates
7. If you have a problem or disagreement with a firm, there will be a clear and user – **friendly complaints procedure** to help you resolve the issue.

All of these checks will give the consumer - **Peace of Mind**

8. In return, customers are expected to deal fairly with the firm, agree a fair price for good work and pay quickly when the job is finished.
9. TrustMark operates locally across the whole of the UK.

**ENDS**

**For further information please contact:  
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