

Your **Dulux Select Decorator** is an independent decorator, who has been assessed and accredited as a scheme member by **Dulux**. Members offer a two year quality workmanship guarantee including deposit protection (terms and conditions apply).

So sit back and relax, the professional **Dulux Select Decorator** scheme ensures the highest standards are upheld.

## Points to note:

- Make sure you have received a dated quotation or estimate for the work to be undertaken
- Your **Dulux Select Decorator** will only use the very best products within the AkzoNobel brand portfolio: **Dulux Trade, Sikkens, Glidden Trade, Hammerite, Cuprinol Trade** and **Polycell Trade**
- If the work to be undertaken does not qualify for a 2 year guarantee your **Dulux Select Decorator** will advise you accordingly, and you will be asked to sign a **Dulux** Workmanship Guarantee Disclaimer form.

## The essential information

### Workmanship

- Work is to a high standard.
- Care and due attention is given to preparatory work required for surfaces and/or materials to be painted or covered.
- Adequate protection is provided for surfaces that are not to be painted and furniture and furnishings.
- The customer's home or premises are left clean and tidy.

### Quotation/Estimate

- You must receive a quotation or estimate for work to be undertaken. Please note – a quotation is a binding agreement as to the price.
- Quotations or estimates must be given in writing, should be legible, comprehensive and include a detailed specification of the work to be done. There should be no hidden costs and VAT must be included (where applicable). All materials, labour and clearing of debris associated with the job should also be included.
- Terms of payment (including deposit if applicable) must be made clear.

### Deposits

- Deposits are protected under the **Dulux** Guarantee.
- When requested, deposits must not exceed 25% of the job value to a maximum of £3,000.

### Conduct

- Scheme members must provide a high standard of service. They should be honest and courteous in all of their dealings with the homeowner.

### Insurance

- Scheme members must have public liability insurance of a minimum of £1m in place. The scheme's administrators undertake periodic independent checks to ensure that members maintain this cover.

### Products used

- AkzoNobel brand portfolio: **Dulux Trade, Sikkens, Glidden Trade, Hammerite, Cuprinol Trade** and **Polycell Trade**
- If at your request the **Dulux Select Decorator** member does not follow the ICI Paints AkzoNobel product specification for what ever reason, the guarantee does not apply.
- All products must be used in accordance with the manufacturer's instructions.

## Complaints procedure

- In the unlikely event that you have a complaint, please raise it in the first instance with your decorator, who is then required to inform the **Dulux Select Decorators** office of the complaint.
- Your scheme member is required to resolve the complaint directly with you. If this is not possible, you can lodge an official complaint by calling the customer service department on **08444 817 818**.



Dulux Select Decorators, Freepost MID20389, Arnold, Nottinghamshire NG5 1BR  
T: 0845 762 6990 E: dulux.select@akzonobel.com www.duluxdecorators.co.uk  
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## Quality assurance guarantee

### Terms and Conditions

#### Scope of Guarantee

The Guarantee is available only for painting and decorating work on private residential premises in the UK which is carried out by an approved **Dulux Select Decorator** using the AkzoNobel brand portfolio: **Dulux Trade, Sikkens, Glidden Trade, Hammerite, Cuprinol Trade** and **Polycell Trade**. This Guarantee does not affect a homeowner's statutory rights.

If the scheme member defaults on their guarantee **Dulux** will ensure they complete the work to a satisfactory level. If this is not possible **Dulux** will make alternative arrangements by appointing another scheme member within the liability of the guarantee to complete the work.

#### Claims under Guarantee

Before making a claim under the guarantee the homeowner must first try to resolve the matter with the **Dulux Select Decorator** scheme member. Only where the matter has not been resolved to the homeowner's satisfaction should they contact the **Dulux Select Decorators** membership scheme office.

**Tel: 08444 817 818**

**Email: dulux.select@akzonobel.com**

**Address: Dulux Select Decorators,  
Freepost MID20389, Arnold,  
Nottingham NG5 1BR**

#### Limit of Liability

The guarantee covers the amount by which the cost of remedying the defective work, when taken together with the cost of the work already done, exceeds the original price quoted for the work. Subject to this, the homeowner remains liable to pay the **Dulux Select Decorator** scheme member for the work carried out by the **Dulux Select Decorator** scheme member unless otherwise agreed.

Where the complaint refers to property or personal damage, **Dulux** will in the first instance ask the homeowner and their scheme member to pursue this through the scheme member's liability insurance. However, if for any reason this is not possible, **Dulux** will ask the homeowner to pursue the claim under their household insurance policy.

Under these circumstances **Dulux** will cover any excess payable and any additional cost the homeowner suffers due to an increase in their household insurance premium in the following twelve months. However, **Dulux** will not pay for any losses or costs that are not directly covered by the Terms and Conditions of this Guarantee.

The liability to **Dulux** under the Guarantee is capped at twice the invoiced cost of the work.

## Customer feedback form

### To be submitted once works are completed.

Your feedback will ensure that we can continue to monitor the standard of service and workmanship of **Dulux Select Decorators**. Please take a moment to complete this form to show how satisfied or dissatisfied you were.

Customers name: .....

Address (of guaranteed work): .....

..... Postcode: .....

Mobile/Tel: ..... Email address:.....

Decorator's name: ..... Membership no: .....

Have you used this **Dulux Select Decorator** before?  YES  NO

Did your **Dulux Select Decorator** use products within the **AkzoNobel Trade** brand portfolio?  YES  NO

(Dulux Trade, Sikkens, Glidden, Hammerite, Polycell Trade, Cuprinol Trade)

How many rooms were decorated?

Please give brief description of the work .....

.....

.....

.....

.....

Please circle your rating for your **Dulux Select Decorator**

	 Completely dissatisfied			 Completely satisfied	
	1	2	3	4	5
Value for money					
Reliability					
Workmanship					
Overall rating of the decorator					

Would you use this **Dulux Select Decorator** again?  YES  NO

**General comments:** .....

.....

.....

.....

.....

Customer's signature: ..... Date: .....

Your feedback ratings and comments may be published and shared with the decorator. We will not share your personal details with any third parties. Tick this box if you are not happy for us to reference your name and comments on the www.dulux.co.uk website

## Free monthly prize draw – win £50 of bonusbond vouchers\*

As a special thank you for using the **Dulux Select Decorators** service, we would like to give you the chance to win £50 of bonusbond vouchers in our monthly **FREE** prize draw. All you have to do is enter your name and contact number below to be entered in the draw which takes place at the end of each month. Bonusbonds are multi-store gift vouchers you can spend on the high street, in hotels, restaurants and days out. Visit www.bonusbond.com for full listings.

**Your name (print):** ..... **Tel:** .....

\*Entry via submission of a completed customer feedback form. The prize draw will take place on the last working day of the month. For full terms and conditions please visit www.duluxdecorators.co.uk

Please tick if you do not wish to be sent information: by email  by SMS  by post  or by phone . By submitting this form, you will be indicating your consent to receive electronic marketing messages from the AkzoNobel group by email or SMS unless you've ticked the appropriate box above to indicate your objection.





## Introductory Leaflet



**Win £50  
bonus bond  
vouchers**  
Simply complete the  
customer feedback form  
Terms and Conditions apply



Dulux Select Decorators  
Freepost MID20389  
Arnold  
Nottingham  
NG5 1BR



### Your two year guarantee

- Your decorator will guarantee his/her workmanship for two years from completion of your job providing products in the **AkzoNobel Trade** brand portfolio are used.
- Dulux will underwrite your decorator's workmanship guarantee for the same two year period.
- The **Dulux Guarantee** will still cover the application of complementary products e.g. fillers, preparation materials and wall coverings but strictly excludes use of competitors' products when the product is available from the AkzoNobel Trade brand portfolio. **Please note:** use of competitors' products will invalidate your guarantee.
- Complementary products:** the application and use of these products are covered by the

workmanship guarantee; however, in the case of product failure, your decorator would claim directly from his supplier and/or the manufacturer to cover costs for any remedial work required. Your statutory rights remain unaffected.

• **Please note:** Poor substrates, inadequate specification made by homeowners and severe climate exposure can result in early breakdown in surface coatings. Your **Dulux Select Decorator** scheme member will advise accordingly. If work is undertaken in such circumstances it will not be covered by the Dulux guarantee. **This will be clearly stated by the scheme member in a Dulux Workmanship Guarantee Disclaimer form.** Your statutory rights remain unaffected.

### The following products are covered by the **Dulux Select Decorators** workmanship guarantee

