



ACCREDITED INSTALLER SCHEME

brought to you by  **BSW Timber**



ACCREDITED INSTALLER CHARTER



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Members of the **BSW Accredited Installer Scheme** must adhere to a code of conduct to ensure they deliver a high standard of work and a professional service.

As an Accredited Installer you must:

- Have at least one named person within the business who has gone through Accredited Installer Scheme training, relevant to their chosen specialism(s), and is responsible for the installation of product groups named within the scheme
- Upload information and images of each project which utilises products within the scheme to the Accredited Installer web portal – this is required to gain rewards points too
- Deal promptly with both your customers and suppliers in a professional, lawful and ethical manner, providing customers with the best possible service and ensuring suppliers are paid promptly
- Provide your customers/potential customers with a clear scope of work and quotation before work commences, maintaining high levels of customer service throughout the duration of the project
- Take responsibility as an Accredited Installer for the actions of employees within your business, ensuring they are equipped with necessary skills and knowledge to deliver best practice
- Make sure all mandatory registration information, including public liability insurance, is kept up to date
- Keep the customer updated on job progress and competently answer any of their queries
- Ensure installation is carried out as per the dedicated Accredited Installer Scheme training modules, and provide your customer with the relevant information on aftercare
- Tidy each site upon completion of a project, to a standard that is satisfactory to the customer
- Respect that approval and continued participation in the Accredited Installer Scheme is at the sole discretion of BSW Timber Ltd and membership may be denied or revoked without reason

