

The Double Glazing & Conservatory Ombudsman Scheme - helping you make the right choice

First class workmanship and service, value for money and a willingness to follow up on promises like guarantees and after-sales care. That's what consumers should expect from a double glazing company.

Unfortunately, in a notoriously unregulated industry, this isn't always what you get.

Thankfully help is at hand.

Not only do DGCOS offer free advice on choosing a reputable installer, we are here to offer help, advice and protection in the event of a dispute or complaint.

The Double Glazing & Conservatory Ombudsman Scheme (DGCOS) is here to protect you - before, during and after you buy, but only when you use a DGCOS Accredited Installer.

Who is DGCOS ?

DGCOS is 'the' Ombudsman Scheme for the UK double glazing industry - a powerful organisation that offers unparalleled consumer protection.

DGCOS helps you make the right choice in using reputable installers that trade ethically, use ethical sales practices, deliver quality workmanship and offer excellent value for money.

All registered installers provide protection of deposits, work in progress insurance and guarantees to protect you should the installer cease to trade.

And, in the event of a dispute or complaint concerning one of our members, DGCOS is here to provide a legally binding and enforceable solution.

By choosing a DGCOS member you are less likely to run into problems at a later stage. But if you do, we're here to help - and all our advice is free.

Peace of mind - before, during and after installation.

DGCOS is here to ensure the installer honours its promises and guarantees, and does a professional job from start to finish.



Making it easy for you to use a reputable installer

Each DGCOS accredited installer has been vetted to ensure they offer excellent customer service, value for money and quality workmanship.

Becoming a DGCOS accredited installer isn't easy. Those that do get accepted must agree to an ongoing programme of assessment to ensure they continue to meet our exacting standards and deliver customer satisfaction.

Unlike Trade Associations, DGCOS is here to protect you.

All our advice and services are completely free of charge to consumers.

So if you want to be sure of choosing the right installer for the job, make sure you use a member of DGCOS.

"At last, the double glazing industry has an Ombudsman Scheme to protect consumers and installers."

Tony Pickup
Founder, DGCOS

"If you are installing double glazing or a conservatory I strongly recommend you use a member of DGCOS."



Nick Ross
(former BBC Watchdog and Crimewatch presenter)

To find out more about the installer giving you this leaflet call:

0845 053 2934

Calls charged at UK local rate only



Double Glazing & Conservatory
Quality Assurance
Ombudsman Scheme

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Guaranteed Protection

DGCOS protects you at every stage of the process. When you place your order with a DGCOS member you will qualify for:

- Deposit Protection Insurance to guarantee any deposits you may pay (up to 25% of the contract price maximum cover £12,500)
- Work in Progress Insurance
- A 10 year Guarantee on the quality of workmanship
- A 10 year Insurance Backed Guarantee to protect this guarantee
- A Compliance Certificate to ensure all installations meet with current relevant Building Regulations
- Access to FREE mediators, independent inspectors and, if necessary, The Ombudsman
- Access to The DGCOS Compensation Fund to honour any awards made by The Ombudsman

DGCOS is the ONLY scheme to give you this advanced level of protection and confidence

For More Information call:

0845 053 2934

Calls charged at UK local rate only

www.dgc.org.uk
info@dgc.org.uk



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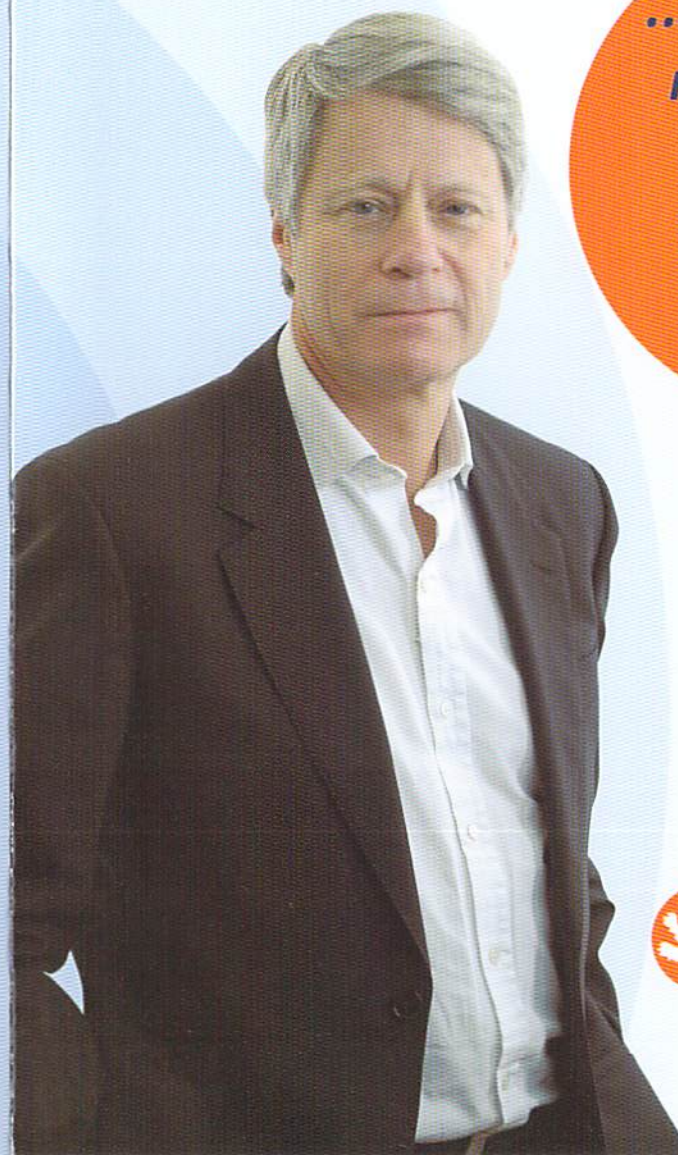
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Centurion House, 129 Deansgate, Manchester, M3 3WR.

Installing double glazing or a conservatory?...

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