



Society of Master Shoe Repairers

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Code of Practice

Members of the Society of Master Shoe Repairers believe in giving their customers a fair deal and value for money. As a condition of their membership, all members fully comply with the terms of our Code of Practice for Customer Care. The code was originally produced in consultation with the Office of Fair Trading and has since been updated and improved in accordance with new OFT guidelines.

The main points of the Code are shown below

- All our advertising and display material will comply with the letter and spirit of current legislation, and with the British Code of Advertising, Sales Promotion & Direct marketing. All our advertising will be clear, truthful and accurate.
- We will display a guide to the current prices of the main service we offer.
- We will provide every customer with a ticket for goods left on the premises, showing the cost of the service requested and, whenever possible, the estimated date for collection.
- We will make every effort to ensure we provide best advice and workmanship.
- We will not restrict our legal obligations to our customers.
- In the event of work being unsatisfactory as a result of the use of defective materials or poor workmanship, we will correct the problem fairly, promptly and free of charge, or offer fair compensation.
- In the event of a complaint, we will make every effort to resolve the problem promptly and politely.
- In the case of an unresolved complaint, we will provide full details of the Association's independent complaints procedure and will abide by the outcome of any investigation, and of any ruling made, by the MSA.
- We will co-operate fully with consumer protection organisations such as Trading Standards Departments, Citizens' Advice Bureaux and Consumer Advice Centres.

For more information please contact The Society of Master Shoe Repairers

The Society of Master Shoe Repairers will monitor and enforce compliance with this code and will produce an annual report on the Code's operation and its effectiveness. Full copies of the code can also be downloaded at www.somsr.com