



# Members Newsletter

## Welcome

Welcome to the April 2016 issue of our Buy With Confidence Members Newsletter. This contains information and updates about some changes to the scheme, discussion on recent legislation and a focus on new members.

Your Buy With Confidence Team are keen to build good working relationships with you, so if you require any advice or assistance please do get in contact – that is what we are here for!



## *New 2016 Members Directory*

The latest version of our BWC directory is being prepared for publication right now. All directory entries are taken from members' information on the Buy With Confidence website so make sure all your details are up to date. If they aren't, get in touch and we can get these amended for you.

## How much do you know? - Test yourself with our short True or False quiz

Are the following statements True or False?

- 1) 'Sold as seen' signs mean that you can legally refuse to accept returns or give refunds.  
**False** – this type of sign has no legal affect and the customer can still rely on his full statutory rights.
- 2) 'No refunds' signs mean you can legally refuse to accept returns or give refunds.  
**False** – this type of sign has no legal standing and the customer can still rely on his full statutory rights. In fact signs like this can be considered as a criminal matter.
- 3) Its fine to keep deposits for lost profit when a customer cancels work.  
**False** - You can never keep money for lost profit unless you have incurred costs already for items such as bespoke products bought for the customer that cannot be used for any other contracts. If the customer has 14 days cancellation rights then all monies must be returned.
- 4) It is OK to display the logo of an organisation that I belong to on my website and invoices.  
**True**
- 5) It is OK to display the logos of products that I use in my work ie I install Vaillant boilers so it is OK for me to use their logo on my website or paperwork.  
**False** – It is a criminal offence to use the logos of organisations or businesses unless you are a member, are affiliated with them, are approved by them or have their permission to use their logos. Simply using their products in the course of your work does not allow you to use their logos.

**Is your Customer Service up to scratch?**

Do you always get back to customers who leave a message?

We know that as BWC members you always give great service to all your customers, but what about those who aren't your customers?

Did you know we often get complaints about BWC members not calling potential customers back? So come on, don't lose out; stand out from the crowd and call them back even if you're can't help them. It will create a great impression and they will be more likely to get in touch in the future.



**Buy With Confidence + Care**

At BANES we understand that looking for a care provider you can trust to look after loved ones can be a daunting experience. We know that you worry about whether you know you can trust them, if they are honest or if they will treat your loved one properly.



To help with this your Buy With Confidence team will be working with colleagues in Adult Social Care over the next few months to extend the Buy With Confidence scheme to cover businesses that provide domiciliary care services. This will be called Buy With Confidence + Care.

The aim is to provide a register of businesses that have been thoroughly vetted and approved by both services and that can be safely used to look after you and your loved ones. These businesses provide caring services to the vulnerable, sick, terminally ill and elderly that allow them to remain independently living in their own homes and non-caring services such as personal shoppers, dog walkers, meals etc. Once businesses are vetted they can be found on the Buy With Confidence website which has a Buy With Confidence + Care section.

**New BWC fees for 2016**

Hopefully by now you have all received an email detailing the new Buy With Confidence fees for existing members which come into effect on 1st April 2016.

Here's a quick reminder:

If you have any concerns or questions about the new fee structure then please do get in touch.

Number of employees	Current fees (ex. VAT)	New fees (ex. VAT)
Sole Trader with NO employees	£80	100
1 to 5	£110	130
6 to 15	£172.50	190
over	230	250