

The Fine Art Trade Guild Code of Ethics – and you

Our key commitments to you

As members of the Fine Art Trade Guild, we promise to act fairly and reasonably in accordance with our Code of Ethics. This means we will:



■ Observe the highest standards of integrity in all transactions



■ Protect the interests of our customers
■ Avoid the use of false, confusing, inaccurate or misleading terms, descriptions and claims



■ Make every effort to reach an amicable and speedy solution in the event of a dispute with a customer



■ Maintain adequate insurance protection to suit our business and customers' needs
■ Represent ourselves as a member of the Guild only whilst in membership



■ Maintain and enhance the reputation, standing and good name of the Guild and its membership

■ Contribute to the advancements of the profession through development and support of Guild standards, the education of fellow members and consumers



The Guild advantage

Since 1910 the Fine Art Trade Guild has been setting standards that are recognised by the art and framing industry worldwide. As Guild members, we uphold the standards and qualifications developed by the Guild, which are designed to help customers buy with confidence. For more information, visit the Guild website at:
www.fineart.co.uk

How to make a complaint

As Guild members, we aim to provide an excellent, professional service at all times. If, however, you are unhappy with any aspect of our service, please tell us so that we have the chance to put matters right. If we cannot settle the complaint to your satisfaction, you may ask the Fine Art Trade Guild to look into it. You can contact the Guild by writing to: The Fine Art Trade Guild
16-18 Empress Place, London SW6 1TT, UK.

Your recommendation counts

If you are happy with us – please tell others! Your personal recommendation is the best way to help us promote high standards in art and framing.

Contact your local Guild member

Your guarantee of good service
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www.fineart.co.uk