

OUR PROMISE TO YOU



As a member of the Builders Merchants Federation we promise to:

- Deal with our customers promptly and fairly
- Ensure that any complaints are handled equitably
- Hold comprehensive and quality stock
- Promote sustainable products and materials wherever appropriate
- Offer product advice from experienced teams
- Provide prompt deliveries
- Provide structured credit facilities
- Commit to best standards of health and safety
- Minimise any adverse effects which our operations might have on our surroundings and neighbours
- Minimise and recycle waste and manage waste disposal in a safe and controlled manner

WHAT IF WE BREAK OUR PROMISE?

The BMF Charter was created to provide you with the best possible service.

If you think we have not complied with the BMF Charter please visit www.bmf.org.uk or call 02476 854980 to get advice.



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