

CODE OF PRACTICE

Furniture
Retailers

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Introduction

The BFM is the leading trade association for British furniture manufacturing companies, suppliers to the trade and retailers. A main objective of the BFM is to encourage all members to adopt good, legal, fair and sustainable trading practices.

Each member is governed by the BFM Articles & Memorandum of Association and membership is only with approval of the BFM Board of Directors.

The Retailer Code of Practice is intended to set out the way in which BFM retail members should behave towards consumers and trade generally, while complying with any relevant legislation and good practice.

To qualify as a 'BFM Approved Retailer', the Retailer must sell products made by British Furniture Manufacturers in the UK (albeit not exclusively).

BFM retail member companies that sign-up to the Code will receive a certificate and logo designating 'Approved' status.

Design files for point-of-sale material, vehicle livery and shop window decals will also be available to download from the membership portal.

Self-certification

To achieve 'Approved' status the retail member company must undertake a self-certified audit to establish that it abides by the BFM Retail Code of Practice.

Retailers that make and sell their own furniture direct to the consumer can qualify for 'Approved' status and these companies also have the option of signing up to the Manufacturers 'Approved' Code of Practice.

This Code of Practice is not intended to be legally enforceable, to create any legal obligations or right, or to take precedence over the jurisdiction and rulings of courts or other legal or regulatory institutions. It should be noted that this Code reflects the minimum standard expected of BFM retail members.

Audit

The Approved retail member attests that the company:

1. Retail products made by UK Furniture manufacturers, which make up a proportion of those advertised for sale. And, in this respect, only British made products are indicated or labelled as such and that there is no confusion in this respect when listing the product on a web site, brochure, etc.
2. Is a tax paying and insured entity which is of good standing and is generally legally compliant, having due regard to any relevant legislation such as that relating to health, safety and environment; employment and disability (including access), financial; intellectual property and data protection.
3. Provides consumers with products that are legally sourced, of satisfactory quality and which are fit for purpose, with clear and accurate product labelling, performance/maintenance information. Such legislation includes the sale and supply of goods; consumer protection, timber regulations and trade descriptions.
4. Publishes privacy (GDPR), cookie and sustainability policies together with any other policies that may be required by law (such as, for larger companies, modern slavery and gender pay gap reporting).
5. Holds customers in high esteem, provides a high standard of customer service and has a documented procedure in place that deals with customer complaints fairly and promptly.
6. Advertises clearly, honestly and in accordance with Advertising Standards Authority Guidelines.
7. Respects the intellectual property of others.
8. Will keep confidential, information provided by the BFM to its members.

Agreement

On behalf of the company, I confirm that:

- It is compliant with the BFM Retail Code of Practice;
- Will provide evidence as and when necessary to demonstrate compliance;
- If at any time the Company fails to be compliant with the Code in any respect, BFM will be advised immediately;
- The company will work with BFM if any issues arise with a view to resolving them within 7 days.

Company

Signature

Position in company

Date

This form to be returned to:

Info@bfm.org.uk

FM Ltd, Bloxham Mill Business Centre, Barford Road, Bloxham, Banbury,
Oxfordshire, OX15 4FF - 01295 724202, www.bfm.org.uk

Contact

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