

Enter the world of trusted traders

EYG are a proud member of the GGF



Who are the GGF?

The Glass and Glazing Federation (GGF), are the largest trade body for the glazing industry, and are responsible for upholding strict industry standards, with high expectations from its member companies.

When buying windows and doors for your home, you are making a large investment and need to be sure you have chosen a trusted company.

By EYG being a member of the GGF it brings a host of benefits to our customers, as well as giving them peace of mind in dealing with a vetted, responsible manufacturer and installer.



Why choose a company that is a member of the GGF?

We can give you a number of reasons..

ONE Financial stability



When you spend thousands with a company on improving your home, you want to know that it is going to be around for a long time, at least long enough to honour warranties.

Sadly, in these difficult trading times, many small companies are going out of business and customers are left with useless warranties and nowhere to turn to if products develop faults or problems.

GGF-approved businesses must have been trading for a minimum of three years, and have undergone stringent financial health checks, including the provision of audited accounts, to prove they are financially secure. The directors, premises and products are also vetted.

TWO Clear dispute and complaints procedures



GGF members must have established complaints procedures in place in case of any disputes between themselves and their customers.

Customers can access the GGF's Conciliation Scheme as a last resort, for free and impartial third-party advice and support.

THREE

Guarantees & warranties



Having an insurance-backed guarantee gives customers peace of mind, and this is what they get with a GGF member company. This gives the customer protection if the trader unexpectedly ceases trading. IGBs also give the customer peace of mind that the contractor's work has met the insurer's standards.

Warranties cover any work done for a period of ten years, meaning that any service issues are dealt with and fixed within the warranty period. Warranties are also transferrable to new owners if you should move.

FOUR

Code of Conduct



All GGF members must abide by the GGF's Code of Conduct, which sets out a high level of service that must be adhered to.

This includes:

- Giving clear, helpful and adequate sales information to customers
- Contracts must be clear and terms must be explained to customers
- Vulnerable members of the public must be made aware of all aspects and obligations that come with the signing of contracts and companies must involve a trusted friend or relative where appropriate.
- Customer service inquiries must be dealt with within two weeks
- Members must have an effective complaints procedures
- In the event of an unresolved complaint, the consumer or member can approach the Conciliation Manager at the GGF. Details can be sent to conciliation@ggf.org.uk

FIVE

Cooling off Period



GGF Member companies offer a 7-day cooling off period for made-to-measure work from the date you sign the contract, during which you can cancel without penalty.