



Customer Service Charter

Trusted local suppliers were formed in 2006 to introduce quality local companies to people searching for home improvement quotes. So far we have provided suppliers for over 100,000 consumer requirements in every post code of the UK.

Our services are completely free of charge to you the consumer and we offer completely impartial information and guidance. Our aim is to provide a national network of local suppliers that are vetted avoiding the rogue element of the home improvement supplier market, and giving you peace of mind.

In providing this free service we promise to meet or exceed the following

- Once we are in receipt of your enquiry our own staff will always call you back to qualify and understand your requirements.
- We will act in a courteous manner at all times.
- We will apply qualification criteria to all suppliers before they join our network
- We will contact every consumer to gain feedback on all suppliers
- We will give every consumer feedback on their chosen supplier
- In the unlikely event a member supplier ceases to trade we will notify each consumer they have been to see in the previous 3 months
- We will never pass your details to any third party company without your permission
- We will place the interests of our customers above all else, every time.
- We will remain impartial of any member suppliers at all times
- We will place all information at our disposal before the consumer
- We are available to answer any queries at all times 08000 213 211

The TLS team customer care team