

## How do I use Buy with Confidence?

It's really easy - to find more information and details of local businesses who are members of the Buy with Confidence scheme you can search online or get in touch with us and we'll help you.

**Visit:** [www.northamptonshire.gov.uk/approvedtraders](http://www.northamptonshire.gov.uk/approvedtraders)

**Call us:** 01604 236236  
or Consumer Direct:  
08454 040506

**E-mail us:** [bwc@northamptonshire.gov.uk](mailto:bwc@northamptonshire.gov.uk)

## Do you know a business that could join the scheme?

If you know a reputable business that would like to join the Buy with Confidence scheme and show their customers they are Trading Standards approved, ask them to get in touch with us or visit [www.northamptonshire.gov.uk/buywithconfidence](http://www.northamptonshire.gov.uk/buywithconfidence) for further information and an online application form.



my  
county  
council

How do you find  
**a trader**  
that's on the level?



It's easy!

**Trading Standards  
Approved Trader Scheme**

This information can be provided in other languages and formats upon request, such as large print, Braille and audio.  
Contact 01604 236236  
or email: [bwc@northamptonshire.gov.uk](mailto:bwc@northamptonshire.gov.uk)



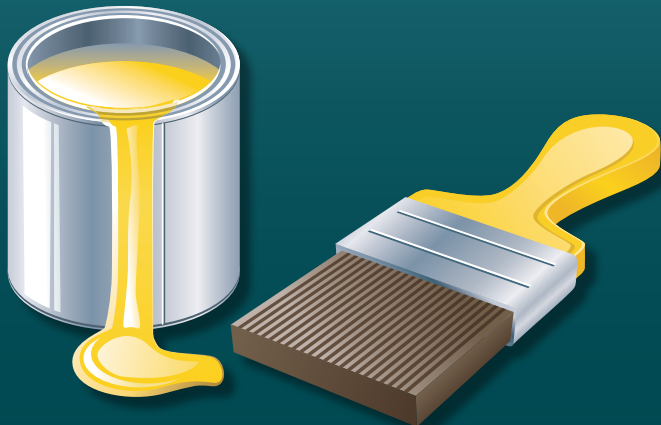
## Did you know....

Northamptonshire County Council's Trading Standards Service runs an approved trader scheme and can provide you with details of reliable local tradesmen and women to carry out work around your home and garden?



The Buy with Confidence scheme brings together a list of gardeners, plumbers, builders, electricians and many other types of businesses from across the county which have been individually checked for trustworthiness and compliance with consumer protection laws.

Officers from Trading Standards visit and vet every applicant and only if they pass stringent checks are they accepted onto the Buy with Confidence scheme and can display the Buy with Confidence logo.



And it doesn't stop there, once a business becomes a member of the scheme they are constantly monitored by Trading Standards to make sure their standards aren't slipping. Feedback is invited from their customers and re-visits are carried out.

## Why was the scheme introduced?



You will have heard of cowboy builders, loan sharks, rogue traders and scams - this is a key concern for consumers and businesses alike and something our Trading Standards Service is working hard to tackle.

Through the Buy with Confidence scheme, high standards of trading are being established and maintained across the county.

The scheme is running successfully across other parts of the country and ensures customers can easily find trusted and reputable traders who are trading standards approved.



## What if something goes wrong?

Whilst we cannot guarantee that nothing will ever go wrong, if you ever have a problem with a member of the scheme, they are required to deal with any complaints in a fair and equitable manner and by joining the scheme, they have signed up to do so.

If the complaint cannot be resolved, Trading Standards will attempt to assist in reaching a solution.

You can be reassured that members of Buy with Confidence have a good record, and are asked to leave a feedback form for customers to complete after every job they do.

