

BAR CTSI Approved Code of Practice



Code of Practice

- Sterling Relocation Limited has signed up to the British Association of Removers Code of Practice which covers All UK based removal companies within the BAR.
- The Code is approved by Chartered Trading Standards Institute (CTSI)
- The Code sets out the standards that all BAR members must meet in respect of customer service, fair trading, advertising and complaint handling.
- Compliance with the Code is mandatory upon all members of BAR. Its purpose is to maintain and, where necessary, raise standards of practice to ensure that our customers receive the most efficient and trouble-free move possible.
- We will be pleased to provide a copy of the full Code upon request or you may download it from <http://www.bar.co.uk>
- **We particularly draw your attention to Section 6 of the code relating to Cancellation or Significant Alteration by the Member and the provisions for refunding pre-payments and deposits.**