



# CUSTOMER CHARTER

THIS RETAIL OUTLET IS A MEMBER OF OATA AND HAS AGREED TO BE BOUND BY ITS' CODE OF CONDUCT.

A copy of the OATA Code is available for examination in this establishment, if you wish to see it please arrange a mutually convenient time with the manager.

- ① You should expect to be served courteously.
- ② The displays in this establishment should be clean and the livestock healthy.
- ③ The staff will pay particular attention to your needs if informed that you are setting up your first aquarium or pond. They will not sell you all the fish you might eventually wish to keep at the same time as your purchase your aquarium or pond. They will advise when and how to introduce fish to ensure the well-being of those fish.
- ④ A member of staff should be able to provide accurate information and advice about the keeping of livestock, the correct use of the products sold and help you make an appropriate choice.
- ⑤ Complaints will be dealt with sympathetically, due regard being paid to the Sale of Goods Act (which places obligations upon both the customer and the retailer).
- ⑥ If a complaint cannot be satisfactorily resolved then OATA provides a conciliation service. Further information about this service can be obtained by contacting OATA.

## PLEASE ASK FOR AND FOLLOW THE ADVICE OF THE STAFF

ORNAMENTAL AQUATIC TRADE ASSOCIATION LTD

*"The voice of the ornamental fish industry"*

Wessex House, 40 Station Road, Westbury, Wiltshire, BA13 3JN, UK

Telephone: +44(0)8700 434013 Fax: +44(0)1373 301236

info@ornamentalfish.org www.ornamentalfish.org www.aquaticsworldwide.org