

Customer Charter



ORNAMENTAL
AQUATIC TRADE
ASSOCIATION

This retail outlet is a member of the Ornamental Aquatic Trade Association (OATA) and has agreed to be bound by its Code of Conduct. You can look at a copy of the OATA Code if you would like. Please ask the manager who will be able to show you.

- 1** You should expect to be served courteously.
- 2** The displays in this establishment should be clean and the livestock should be 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 want to keep at the same time that you buy 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, with due regard being paid to the Sale of Goods Act (which places obligations on both the customer and the retailer).
- 6** If a complaint cannot be satisfactorily resolved then OATA provides a conciliation service. You can get further information about this from OATA.

**Please ask for
and follow the
advice of staff**

Ornamental Aquatic Trade Association Ltd
Wessex House
40 Station Road
Westbury
Wiltshire
BA13 3JN

+44 (0)8700 434013
info@ornamentalfish.org
www.ornamentalfish.org