

GGF Helps BBC Resolve Warranties Issue

Wednesday 29 August, 2012

The producer of the BBC TV programme "Rip Off Britain" recently contacted the GGF following an investigation into a GGF Member's conduct/policy on transferable warranties.

The programme's producers were concerned that a GGF Conservatories Member was not offering transferable warranties on windows, meaning a consumer buying a property with new windows fitted would not have any warranty on the glazing. Not only would this be a negative for potential homeowners and property sellers, but it also contravenes the GGF Rules.

On hearing of this case, the Federation immediately contacted the Member under investigation and informed them of the breach of the Rules and of the BBC investigation.

Since the GGF's actions the Member has now changed their warranties back to transferable guarantees to meet GGF Member requirements and have stated they will also change those warranties already issued from non-transferable warranties to transferable warranties.

The GGF also informed the show's producers of the action taken and confirmed the requirements for [conservatory suppliers](#) to provide transferable warranties as per the GGF Rules.

The Federation also mentioned to the BBC that it would run an article in its monthly exclusive Members online magazine to fully explain and remind Members of the requirement for transferable warranties to avoid any future conservatory complaints.

Following the BBC's contact, the GGF will be reviewing and updating its Model Terms and Conditions to cover transferable guarantees and ensure Members are fully equipped to offer consumers the best possible warranties.

Nigel Rees, GGF Group Chief Executive commented, "We are always happy to help with media enquiries and on this occasion, the issue raised showed the benefit of using a GGF Member company. From this case, homeowners can be assured that their warranties are valid when buying or selling a property if they have been supplied and fitted by a GGF Member."

This latest enquiry from the BBC comes after an earlier enquiry in March from the researchers of "Rip Off Britain" regarding transferable warranties. The BBC producers were pleased with the outcome and it will be included in the programme.

James Lee, GGF Marketing and Communications Manager added, "Being available to help with programmes such as "Rip Off Britain" reinforces our strong working relationship with the BBC. Last year we offered advice on BBC Radio 2 and Radio 4 programmes and earlier this year, we featured on three episodes of BBC's "Don't Get Done Get Dom" TV programme. We will always try to be open and accessible to the media, to defend and promote our Members as the best companies in the industry."

The new series of "Rip Off Britain" is due to start in September, details of the programme featuring the GGF and transferable warranties, will be announced once the full schedule has been released in early September.

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