

**Dulux Select Decorators**  
Freepost MID20389  
Arnold, Nottingham NG5 1BR  
t: 0845 762 6990 (lo-call) f: 0115 966 7698  
[www.duluxselectdecorators.co.uk](http://www.duluxselectdecorators.co.uk)  
e: [dulux.select@akzonobel.com](mailto:dulux.select@akzonobel.com)

Dear Customer,

On behalf of ICI Dulux we are delighted to introduce you to Ivan Forman, professional decorator a full member of **Dulux Select Decorators** and **TrustMark** government endorsed standards (Membership Number 400073846).

#### **Why have Dulux Select Decorators?**

This innovative concept was developed by **Dulux** in response to a growing number of requests from customers like yourself for professional decorators whose work is of such high quality and reliability it can be guaranteed. As Britain's leading manufacturer, with access to skilled professional decorators across the country, **Dulux** are in an ideal position to select the very best and guarantee their work. And so **Dulux Select Decorators** was born!

#### **How are members selected?**

Every single member has been carefully chosen for their quality of workmanship, experience, loyalty, reliability and above all excellent customer service. This is not a one off selection process, monitoring for members' work is an ongoing process.

#### **What is TrustMark?**

**TrustMark** is a scheme heavily supported by the government, the building industry and consumer groups to help consumers find reliable and trustworthy tradespeople to make improvements and repairs inside and outside the home. To find out more about **TrustMark** visit [www.trustmark.org.uk](http://www.trustmark.org.uk)

#### **What does Dulux Select Decorators and TrustMark mean for you?**

Reassurance and total peace of mind at no extra cost

#### **The Free Optional 2 Year Guarantee**

This guarantee is a first, and is unique in the professional decorating world. All members can offer you a Free 2 Year Guarantee on all their painting and decorating work carried out using **Dulux Trade** Products. This means that in the unlikely event of a problem arising they will put it right at no extra cost to you, this guarantee is underpinned by Dulux.

#### **How the Guarantee Works**

Your decorator is the only person who can offer you a guarantee which is activated by two stages:  
Stage 1 - your decorator must complete and return the Job Commencement form before work starts and your assistance is required in counter-signing this form. This will enable us to respond to any problems whilst the work is in progress.

Stage 2 – to **activate** your two year guarantee you need to complete, sign and return (freepost) the Job Completion form which is included in the '**Guarantee Your Home Deserves**' brochure, which will be supplied by the decorator. This also includes the full Terms and Conditions of the Guarantee.

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Registered number: 218019  
Registered Office: 26th Floor, Portland House,  
Bressenden Place, London SW1E 5BG

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**The Code of Practice – for more than just a good job**

Every member has signed a binding agreement to abide by a Code of Practice, laid down to ensure that the highest standards are met in every aspect of their business practice. In other words, in addition to quality workmanship, you can be sure that all members will give you a fair and competitive price, will be honest in their dealings with you, will carry adequate insurance cover, will respect your house, and will comply with any relevant health and safety or building regulations.

**Dulux** are confident that you will be more than satisfied with the work of this decorator, that is why they are approving, recommending and guaranteeing it.

If you have any questions contact the **Dulux Select Decorators** office on the telephone number shown above.

Yours sincerely,

*S Rudkin*

Susann Rudkin  
**Office Manager**  
**Dulux Select Decorators**

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