



# Customer Satisfaction Guarantee



## Conditions for Måleriföretagen i Sverige's Customer Satisfaction Guarantee

The company accepts, and when it has become a member, undertakes to follow the regulations stated in Måleriföretagen i Sverige's Customer Satisfaction Guarantee, CSG:

### Stipulations:

- The guarantee applies when a company that is a full member of Måleriföretagen when the job begins, carries out a painting job to which the Swedish Consumer Services Act applies.
- The undersigned company undertakes, via the signing of this document, to comply with decisions or recommendations issued by the Swedish National Board for Consumer Disputes (ARN). If the member company does not comply with an ARN decision or recommendation or in any other manner works counter to the aims of the guarantee, the company may, after decision by the Måleriföretagen Board, be expelled.
- In cases where member companies do not comply with decisions by ARN, payments from CSG in accordance with the conditions below will not be made. Måleriföretagen is then entitled to demand repayment in full, retrospectively, from the undersigned company with no deductions.

## SCOPE OF CUSTOMER SATISFACTION GUARANTEE

### General

Måleriföretagen stands for quality and professionalism. CSG is a clearly stated manifestation on the part of Måleriföretagen aimed at underlining the quality and professionalism of the organisation and its member companies.

### Scope

A 2-year guarantee applies for consumers who employ Måleriföretagen members for painting work. The painting company in question must have carried out the painting work for a consumer who owns or rents a detached or semi-detached house, holiday home or tenant-owner association home.

1. Member companies of Måleriföretagen are obliged to comply with decisions made by the Swedish National Board for Consumer Disputes, below referred to as ARN.

2. If a member of Måleriföretagen does not correct faults or problems according to ARN recommendations within three (3) months of date of decision, the consumer is entitled to

correction in accordance with CSG. In such a case the consumer employs another member of Måleriföretagen to correct the faults stated by ARN. Måleriföretagen will then pay the consumer's costs for this corrective work up to the amount of 2 price basic amounts. Måleriföretagen will then retroactively demand repayment from the original company for the compensation paid out.

3. Måleriföretagen's undertakings in this type of case are limited to a maximum of 2 price basic amounts at the level applicable at the point in time when the consumer first contacted ARN.

**CSG applies on the condition that:**

- An inspection has been carried out by a professional whose skills and qualifications are approved by Måleriföretagen.
- The consumer reports the fault or problem to ARN within a reasonable period of the appearance of the fault or problem.
- In order to utilise the Måleriföretagen CSG, the consumer must refer the issue to CSG at the latest two months after the expiry of the guarantee period.

**The guarantee does not apply:**

- If the consumer neglects to observe this time limit, he/she simply loses the right to claim for the fault or problem.
- CSG is not applicable if the company concerned has filed for bankruptcy/ liquidation.
- If other funds, insurance policies etc. are able to secure the consumer's rights.