



FairTrades
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08 September 2011

Dear Customer

HEATON MOOR KITCHENS & INTERIORS
153 Heaton Moor Road, Heaton Moor, STOCKPORT, SK4 4HY

Please accept this letter of introduction as confirmation that the above company is both a member of the elite FairTrades and TrustMark registers of reputable businesses and has passed stringent vetting procedures, prior to acceptance for membership.

The FairTrades and TrustMark vetting standards include the following:

1. The business must have been trading for more than one year, as research shows that the majority of failed companies close within the first 12 months of trading. Our members are therefore more established and experienced within their specialist trade.
2. Legal and financial checks to investigate the company's stability. Only those businesses whose ratings are satisfactory are accepted.
3. Reference checks from previous customers and scores for quality, timeliness, value for money and courtesy. Should the customer references not meet our criteria the application is refused. Reference checking continues throughout membership, so we always have an up to date picture of a member's business.
4. All TrustMark registered companies are subject to an independent site inspection to verify they are operating their business to acceptable standards of quality, safety, care and value.

The aim of both FairTrades and TrustMark is to give the customer peace of mind and to take the worry out of finding a reputable home improvement business.

We therefore have no hesitation in introducing the above business as a reputable company with a proven standard of workmanship. They will also offer you an Insurance Backed Guarantee (or IBG) to protect your financial investment, rather than just a personal or letterhead guarantee - which offers no protection should a business cease to trade.

To discover more about FairTrades and TrustMark, visit the websites at www.FairTrades.co.uk and www.TrustMark.org.uk

Yours faithfully

Sean O'Keeffe
Chief Executive Officer

Membership No:	00522174
FT Member Since:	17 December 2009
Started Trading:	2004

Information is correct at the time of printing.

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Company Number 3833783. Registered Office: Prenton Business Park, Prenton, Wirral, CH43 3DU.

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