



**“Make
sure it’s a
SureBuy”**

George Clarke

SureBuy

DGCOS

Ombudsman
Scheme



**Trust, Confidence
& Peace of Mind**
when buying glazing products

The Double Glazing & Conservatory Ombudsman Scheme



“I am proud to support DGCOS in their mission to protect consumers”

George Clarke
Brand Ambassador

Join the 350,000 consumers who have used a DGCOS member.

Consumer Protection, Made Simple:

Key Consumer Benefits using a Platinum Member:



Vetted & Accredited Installers

All DGCOS platinum members have successfully passed our strict accreditation process and are audited annually to ensure they adhere to our scheme rules.



Free Deposit Protection Insurance

Any single or staged deposit payment paid to a DGCOS member will be protected should their installer cease to trade before completing the installation (up to the total of 25% of the contract value).



Free Stage Payment Protection

Any single or staged deposit payment paid to a DGCOS member will be protected should their installer cease to trade before completing the installation (up to the total of 25% of the contract value).



Free Insurance Backed Guarantee (IBGs)

Every consumer using a DGCOS platinum member will receive a free IBG to protect the workmanship guarantee should their installer cease to trade upon completion of the contract.



Alternative Dispute Resolution

DGCOS expert mediators are always on hand to help resolve any disputes which may arise between a consumer and any one of our members.



Access to Ombudsman Services

Consumers using a DGCOS platinum member will have free access to a highly regarded Ombudsman should we fail to resolve your dispute.

Your Buying Journey

Using a DGCOS Member gives you the trust, confidence and peace of mind you deserve when buying any glazing products.



1. Product

Find the best product for you. If you are unsure, research first.



3. People

People buy from people. Find the right installer for you, one that is likeable, trustworthy and knowledgeable.



2. Price

Once you have the right product, make sure you find the right price representing the best value for money.



4. Payment

Find the appropriate payment method, either self-funding or finance.



5. Peace of Mind

Allow DGCOS to provide the peace of mind for you.

“If you are installing double glazing or a conservatory, I strongly advise you use a member of DGCOS”

Nick Ross
Brand Ambassador



DGCOS Key Statistics:



Total Consumers Protected

350,000



Total Deposits Protected

£260 million



Total Contract Values Protected

£1.5 billion



Total Products Protected

1.1 million

SureBuy Group

DGCOS is a proud partner of SureBuy. DGCOS, as a SureBuy affiliate partner, agrees to the adoption and implementation of the SureBuy core principles and shares the same vision of transforming consumer protection in the UK.

SureBuy

DGCOS
Ombudsman
Scheme



SureBuy - for happy homes...

SureBuy Group in Numbers

Over
£3.5 billion
worth of contract values insured

Over
100,000
customer reviews

Over
85 years
of collective experience

Over
£340 million
worth of deposits protected

Over
700,000
consumers protected

Over
1.5 million
products installed



GLAZING
www.dgc.org.uk



RENEWABLES
www.hiesscheme.org.uk



HOME IMPROVEMENTS
www.hicsscheme.org.uk



INSULATION
www.gdgc.co.uk



www.dgcoss.org.uk

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