



## CUSTOMER CHARTER

**This is our Customer Charter.  
We agree to comply with the  
Consumer Code for Home  
Builders and offer the  
following assurances to our  
clients.**



# CG FRY & SON

## DEVELOPMENT

Multi award winning developer 2012, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023

- 1 We will provide a written reservation agreement/ memorandum of sale.
- 2 We will give a clear description of any management services and organisations to which you will be committed and an estimate of their cost.
- 3 If your home is not yet complete, we will provide you with a brochure or plan reliably showing the layout, appearance and plot position of your home, along with a list of contents.
- 4 If you have any questions during the purchase of your new home, then please speak to your Sales negotiator on site.
- 5 If you have any questions following the completion of your new home, then please contact our Customer Services Team at our Head Office on [customerservices@cgfry.co.uk](mailto:customerservices@cgfry.co.uk)
- 6 We will provide accurate and reliable information about the Insurance backed warranty.
- 7 Please ensure you have read and understood the Health & Safety precautions you should take before your visit a development under construction.
- 8 We advise you to appoint a professional legal advisor to carry out the legal formalities of buying your new home.
- 9 We will give you clear and precise information wherever possible throughout the purchasing process. This will include anticipated build completion schedule allowing at least 10 working days before legal completion. A 'new home demo' will also be carried out within the timescale.
- 10 The Reservation Fee will be fully refunded if you cancel within 14 days of reserving.
- 11 You will have full access to our Customer Services Manager. Any issues that occur within the first 2 years of your 10 year New Home Warranty that are classified as defects under the warranty will be dealt with by us within a reasonable timescale
- 12 Any issues that occur after 2 years that are classified as defects under the Warranty, will be dealt with by the Warranty provider, full details are provided at completion.
- 13 If you are moving in on a development where building work continues, then you will be asked to attend a 'Safety Briefing'. This will be carried out by our Site Manager/ Finishing Foreman at the same time as your new home demo.
- 14 Should you have any complaints regarding your new home or service provided, please view our [complaints procedure](#) or contact our Customer Services Team.
- 15 We will co-operate with appropriate qualified professional advisors appointed by you to resolve any disputes.

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