

Code of Practice

When selling products or treatments to clients it is important to follow an Industry Code of Practice set down either by the management or a professional body. The following list provides some important points for the therapist to follow:

- Clients must be treated fairly, courteously and in accordance with good business practice.
- Avoid high pressure selling
- Be sensitive in the treatment of vulnerable consumers
- Products and services sold must correspond with their description, be fit for the purpose and clearly priced
- Provide clear and accurate information verbally and in written form if required
- When making a sale, match the products and services honestly, to the clients' needs and objectives
- Clients must be told the total cost of their order before they are asked to make a payment
- Display a "returns policy" explaining clearly what will happen in the event of goods being unwanted, unsuitable or faulty
- Client complaints must be dealt with swiftly, politely and fairly according to company policy
- Orders placed through distance selling methods will comply with 'Distance Selling Regulations'