

Joint Application for Arbitration

All claimants are advised to read the Rules of The Glazing Arbitration Scheme (TGAS) carefully before completing this form. Please remember that applications can only be accepted after you have given the trader an opportunity to address your complaints and either the GGF conciliation scheme or FENSA complaints process has not resolved the matter.

As part of the arbitration process a copy of your application and all submitted evidence will be sent to the trader concerned in order that they may respond to the claims you have made and submit their own evidence to the arbitrator (which will also be sent to you) who will issue the written award.

Arbitration is legally binding under the Arbitration Act of 1996 and can only be appealed in the High Court on a very narrow set of circumstances related to procedures.

If you require assistance in completing this form please contact CEDR on 0207 520 3800 or refer to our website www.cedr.com/idrs

1. PRE-APPLICATION CHECKLIST

Before completing this form you should ensure that your application can be accepted at this time.

1.1. Have you complained to the trader?

Yes No

1.2. Have you been referred to the Glass and Glazing Federation (GGF) Conciliation Scheme or the FENSA Complaints Process?

Yes No

1.3. Have either GGF or FENSA written to you referring you to the Glazing Arbitration Scheme?

Yes No

1.4. Has 56 days elapsed since you contacted GGF or FENSA?

Yes No

If you have answered **No** to any of the above questions please refer to the Guidance for Customers fact sheet or contact the CEDR office before submitting your application.

2. CUSTOMER DETAILS

Please provide full contact details.

Full name:	
Street Address:	
Town:	
County:	
Post Code:	
Telephone number:	
E-mail address:	

If you provide an e-mail address we will normally send you information by e-mail only.

3. REPRESENTATION

You may elect to have a representative act for you (at your own cost). If you choose to do this, please provide their full contact details below.

Full name:	
Street Address:	
Town:	
County:	
Post Code:	
Telephone number:	
E-mail address:	

I hereby give my authority for the above named person to represent me:

Print name: _____

Your signature: _____

Date: _____

4. TRADERS DETAILS

Please provide the details of the trader against whom you are making a claim.

Traders name:	
Contact name:	
Street Address:	
Town:	
County:	
Post Code:	
Telephone number:	
E-mail address:	

5. DISPUTE DETAILS

In this section you will be asked to provide the details of the issues you have experienced. This information will be sent to the arbitrator assigned to your case so it is important that you provide clear and informative information about the issues you have experienced.

Please ensure that you:

- Provide as much detail as you can.
- Ensure you provide evidence, written or otherwise, that supports your claim.
- Use additional pages if required.

This is your only opportunity to submit a fully detailed written claim and provide supporting evidence. You cannot make additional claims or submit further evidence at a later date without an express direction from the arbitrator which can only be given in very exceptional circumstances.

5.1. Service Description

Please tell us what goods and services, provided or not provided by the company that this dispute relates to.

5.2 Issues in Dispute

Tell us what services or actions you remain in dispute with the company about:

5.3 Steps taken so far

What steps have already been taken to try and resolve the dispute?

5.4. Settlement Offers

Has the company made any offers to settle the dispute? Please provide details:

5.5. Compensation

Have you already received any compensation from the company in relation to the dispute? Please provide details:

6. AWARD SOUGHT

Please provide detail of services, compensation or other actions that you would like the arbitrator to direct the company to provide or undertake in the arbitrator's award. Failure to provide full details in this section may result in your claim being rejected in part or in full.

What would you like the arbitrator to award? (Tick all boxes that apply to you):

6.1 Provide a product:

Please provide details of the product(s) you are claiming for:

6.2 Take some action:

What action would you like to be taken, why and who by?

6.3 Provide warranty/documents:

What documents are you asking for?

6.4 Pay you compensation:

You must specify the total amount claimed in this section if you are asking the arbitrator to order the trader to pay you compensation in the arbitrator's award.

The maximum amount you can claim is £30,000.

What are your reasons for seeking this amount of money from the company?

You must provide evidence to justify the amount claimed and you cannot change the amount at a later date. If the arbitrator makes an award in your favour, they could award any amount of money up to the total you have claimed.

Item	Amount Claimed (£)

Please continue on a separate sheet if required but ensure the total amount you are claiming is completed in the next box below.

Total Claimed:

7. EVIDENCE

In order to prove your claim you should submit documentation that supports your position. Please tick all the relevant boxes below for each category of supporting evidence you are enclosing with your application.

I will provide the following evidence:

	A copy of the agreement or contract I had with the trader.
	Brochure extracts related to the product and/or service I purchased from the trader.
	Invoices and/or receipts for the cost of the product and/or service.
	Letters and/or email communications with the trader.
	Photographs.
	Price schedules.
	Receipts for all expenses I wish to claim for.
	Recordings (Audio).
	Screen shots of the trader's website.
	Screen shots of other websites (Consumer forums etc.).
	Terms & Conditions of the trader
	Video evidence.
	Other evidence (please specify)

8. DECLARATION

8.1 Customer's Declaration

Please read the statements below and tick all boxes in this section to confirm you understand the declarations before signing this form.

	I have read and understood the Rules of TGAS (the Rules).
	I have not previously referred this dispute to the Court.
	I am applying to CEDR to appoint an arbitrator to settle my dispute in accordance with the Rules.
	I have tried to resolve this matter through the company's own complaints procedure and through the GGF conciliation procedure or the FENSA complaints process.
	I have the authority to commit to arbitration and I understand and accept that I will be bound by the arbitrator's written award which will be final, subject to any leave to appeal to the Court.
	If the trader asks me to pay back any amount it has previously paid to settle the matter, I will do so before I send in this application.
	I enclose payment in respect of my registration fee of £120 (£100 plus VAT). (see customer payment form on page 6)

Print name: _____

Your signature: _____

Date: _____

Now please submit your application, supporting evidence and payment of £120.00 (£100+VAT) to:

If your dispute is with a GGF Member:

The Glazing Arbitration Scheme
 C/O The Glass and Glazing Federation
 40 Rushworth Street
 London
 SE1 0RB

If your dispute is with a FENSA registered firm:

The Glazing Arbitration Scheme
 C/O FENSA Complaints Department
 40 Rushworth Street
 London
 SE1 0RB

The Federation or FENSA as appropriate will forward your application onto the Trader on your behalf and will send the completed form on to CEDR within 30 days.

Payment Instructions can be found on page 13.

9. TRADER'S DECLARATION

Please read the statements below and tick all boxes in this section to confirm you understand the declarations before signing this form.

	I have read and understood the Rules of TGAS (the Rules).
	I have not previously referred this dispute to the court.
	I am applying to CEDR to appoint an arbitrator to settle my dispute in accordance with the Rules.
	I have tried to resolve this matter through our own complaints procedure and through the GGF conciliation procedure or the FENSA complaints process.
	I have the authority to commit to arbitration and I understand and accept that I will be bound by the arbitrator's written award which will be final, subject to any leave to appeal to the Court.
	I enclose payment in respect of my registration fee of £474 (£395 plus VAT).

Print name: _____

Your signature: _____

Date: _____

Now please submit your application and payment of £474.00 (£395.00+VAT) to:

If you are a GGF Member:

The Glazing Arbitration Scheme
 C/O The Glass and Glazing Federation
 40 Rushworth Street
 London
 SE1 0RB

If you are a FENSA registered firm:

The Glazing Arbitration Scheme
 C/O FENSA Complaints Department
 40 Rushworth Street
 London
 SE1 0RB

Payment Instructions can be found on page 14.

Payment from Customer

Please make cheques payable to 'CEDR Services Limited' or you may pay by debit or credit card by completing this form

Personal Details			
First name:			
Last name:			
Email:		Telephone:	
Organisation:			
Street:			
Town/City:			
County:		Post Code:	

Payment Details			
Invoice Number: (if known)			
Amount to pay:	£120.00 (£100+VAT)		
Name on Card:			
Payment Method:			
Cad Number:		Security Code:	
Start Date: (if shown)		Expiry Date:	
Additional Comments:			

CEDR Payment from Trader

Please make cheques payable to 'CEDR Services Limited' or you may pay by debit or credit card by completing this form.

Trader Details			
Organisation:			
First name:			
Last name:			
Email:		Telephone:	
Street:			
Town/City:			
County:		Post Code:	

Payment Details			
Invoice Number: (if known)			
Amount to pay:	£474.00 (£395+VAT)		
Name on Card:			
Payment Method:			
Card Number:		Security Code:	
Start Date: (if shown)		Expiry Date:	
Additional Comments:			