



The Bancon Homes Customer Charter

As your homebuilder we will:

- Provide you with full details and clear information about your chosen home
- Provide trained and knowledgeable staff to assist you in the buying process
- Be available to answer any questions you may have and will provide you with any relevant contact details
- Assist you during the selection of Standard Choices and Optional Upgrades for your new home
- Make our marketing and advertising clear and helpful
- Provide you with easy to understand cancellation rights
- Clearly inform you of our terms and missives
- Protect any property deposits we receive from you
- Keep you fully informed about the completion and occupation of your new home
- Ensure that the functions and facilities of your home are demonstrated to you prior to moving including thorough explanation of your warranties and guarantees.
- Provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit
- Inform you about the after-sales service we provide. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies
- We adopt the principles and good practice of The Consumer Code for Homebuilders Scheme