

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 Group in Numbers



T 0345 053 8975 E info@dgcoss.org.uk W www.dgcoss.org.uk

The Double Glazing & Conservatory Quality Assurance Ombudsman Scheme (DGCOS) is a private company limited by guarantee without share capital. Registered in England and Wales under Company Registration Number 5860672 at Centurion House, Leyland Business Park, Centurion Way, Farington, Leyland, England, PR25 3GR.

DGCOS

Ombudsman
Scheme

SureBuy



Trust, Confidence and Peace of Mind when buying glazing products

The Double Glazing & Conservatory Ombudsman Scheme



“DGCOS gives you the trust, confidence and peace of mind you deserve”

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 and 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.