



# HOW CAN CCAS HELP ME?

As a consumer, we know how confusing it can be to ensure you purchase goods and services from reputable businesses. By choosing to purchase from our code members (approved businesses), who display the CCAS logo, you can be sure of the following:



Only businesses who belong to a code sponsor can display the **CTSI approved code logo**. This logo means the business is **reliable and trustworthy**.



Our members always have **clear terms and conditions**. This means you know what you are buying, any charges and conditions before you buy. **It means you are protected**.



You will have access to a **clear complaints and ADR procedure**. Businesses are regularly audited and monitored to ensure they comply with the high standards set by their approved code of practice (code sponsor).



By using an approved trader, you will have **protection above and beyond your normal consumer law rights**.



@consumercodes



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consumer codes approval board

[www.tradingstandards.uk](http://www.tradingstandards.uk)