

## **British Watch and Clock Makers' Guild Professional Charter**

The Guild considers that:

All members should strive to give the best possible professional service.

It is the responsibility of all members to conduct their business with integrity, professionalism, and in a manner that will enhance the reputation of themselves, the Guild and the trade in general.

It is in the interests of both the public and the trade that all work is carried out to the highest standards.

The member should comply fully with the provisions of the Trades Descriptions Act and all other relevant enactments.

It is the responsibility of the member to ensure all staff are aware of, and act within, the Guild's Professional Charter.

### **MEMBERS CARRYING OUT REPAIRS/RESTORATION**

During repair or restoration, a repairer's responsibility is to the article being repaired/restored. An important part of a professional restorer's skill is in helping the owner to make the correct choice from all the possible options.

All repairs should be carried out in the manner generally considered to be 'best practice'.

Originality, of even apparently mundane objects, is of paramount importance.

It should be made clear to the client what guarantees are offered, if a member makes exclusions from the guarantee (e.g. mainspring) this should be made clear at the time of estimating.

All members should have in place reasonable insurance to cover clients goods whilst in their possession, or make it clear that the client must arrange their own insurance.

Members should be prepared to submit itemised estimates and accounts if requested.

### **MEMBERS RETAILING OR OFFERING GOODS FOR SALE**

The price should be clearly indicated (including VAT if applicable) and the article should carry such information as the actual, or an estimated, date of manufacture, a full description, and any known restoration or later additions etc.

Any guarantee or lack thereof offered with the article should be made clear.

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