



“Make
sure it’s a
SureBuy”

George Clarke

HICS
Consumer
Protection

SureBuy



**Trust, Confidence
& Peace of Mind**

when buying home
improvement products

The Home Improvement Consumer Protection Scheme



“I am proud to support HICS in their mission to protect consumers”

George Clarke
Brand Ambassador

They do the vetting, so you don't have to.

Consumer Protection, Made Simple:

Key Consumer Benefits using a Platinum Member:



Vetted & Accredited Installers

All HICS 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 HICS 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 HICS 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 HICS 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

HICS 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 HICS platinum member will have free access to a highly regarded Ombudsman should we fail to resolve your dispute.

Your Buying Journey

Using a HICS Member gives you the trust, confidence and peace of mind you deserve when commissioning any home improvement projects.



1. Product

Find the best product for you, if you are unsure, research first.



3. People

People buy from people, find the right installer for you, one that is likeable, trustworthy and knowledgeable.



2. Price

Once you have the right product, make sure you find the right price representing the best value for money. Make sure you get a few quotes.



4. Payment

Find the appropriate payment method, either self-funding or finance.



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5. Peace of Mind

Allow HICS to provide the peace of mind for you.

“If you are commissioning any home improvement projects, I strongly advise you use a member of HICS”

Nick Ross
Brand Ambassador



By using a member of HICS you are getting the peace of mind you deserve, allowing you to sit back and relax.

SureBuy Group

HICS is a proud partner of SureBuy. HICS, 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

HICS
Consumer Protection



SureBuy Group in Numbers

Over
£3.5 billion
worth of contract values insured

Over
100,000
customer reviews

Over
85 years
of collective experience

Over
£340 million
worth of deposits protected

Over
700,000
consumers protected

Over
1.5 million
products installed

SureBuy Scheme Members



GLAZING
www.dgcos.org.uk



RENEWABLES
www.hiesscheme.org.uk



HOME IMPROVEMENTS
www.hicsscheme.org.uk



VALIDATION
www.epvs.co.uk



INSULATION
www.gdgc.co.uk



OVERSIGHT
www.flexi-orb.com



www.hicsscheme.org.uk

Home Improvement Consumer Protection Scheme Ltd (HICS) is a private company limited by guarantee without share capital.
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