



WFCA CODE OF CONDUCT

- ◆ To be truthful with my customers in all matters related to the sale, service and installation of floor covering.
- ◆ To refrain from misleading advertising of any nature, and offer only merchandise and services that are readily available.
- ◆ To treat all floor covering retailers with respect.
- ◆ To be attentive to the customer's desires and needs.
- ◆ To uphold the highest standards of excellence and fairness in my business.
- ◆ To observe and abide by the laws and regulations governing good business practices.
- ◆ To conduct my business in a sensitive and considerate way.
- ◆ To at all times subscribe to the highest standards of professionalism in my business.
- ◆ To treat violations of this code as inconsistent with membership in the WFCA.

Success by Association®