

# Customer Charter



ORNAMENTAL  
AQUATIC TRADE  
ASSOCIATION

This retail outlet is a member of the Ornamental Aquatic Trade Association (OATA) and has agreed to be bound by its Code of Conduct. You can look at a copy of the OATA Code if you would like. Please ask the manager who will be able to show you.

**1** A member of staff should be able to provide accurate information and advice about the keeping of livestock, the correct use of the products sold and help you make an appropriate choice.

**2** The displays in this establishment should be clean and the livestock should be healthy.

**3** The staff will pay particular attention to your needs if informed that you are setting up your first aquarium or pond. They will not sell you all the fish you might eventually want to keep at the same time that you buy your aquarium or pond. They will advise when and how to introduce fish to ensure the well-being of those fish.

**4** You should expect to be served courteously.

**5** Complaints will be dealt with sympathetically, with due regard being paid to the Consumer Rights Act 2015 (which places obligations on both the customer and the retailer).

**6** If a complaint cannot be satisfactorily resolved then OATA provides a conciliation service. You can get further information about this from OATA.

**Please ask for  
and follow the**

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