



“Make  
sure it’s a  
SureBuy”

George Clarke

**HIES**  
Consumer  
Code

**SureBuy**

**Trust, Confidence  
& Peace of Mind**  
when buying renewable products



# The Home Insulation & Energy Systems Consumer Code



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

George Clarke  
Brand Ambassador

Join the 100,000 consumers who have used a HIES member.

## Consumer Protection, Made Simple:

Key Consumer Benefits using a Platinum Member:



HIES  
Platinum Member



### Vetted & Accredited Installers

All HIES 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 HIES 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 HIES 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 HIES 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

HIES expert mediators are always on hand to help resolve any disputes which may arise between a consumer and any one of our platinum members.

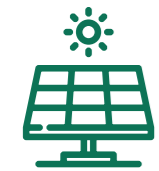


### Access to Ombudsman Services

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

# Your Buying Journey

Using a HIES Member gives you the trust, confidence and peace of mind you deserve when buying any renewable products.



## 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 HIES to provide the peace of mind for you.

“If you are buying renewable products, I strongly advise you use a member of HIES”

Nick Ross  
Brand Ambassador



## HIES Key Statistics:



Total Consumers Protected

Over 100k



Total Deposits Protected

£65 million



Total Contract Values Protected

£910 million



Total Products Protected

Over 100k

# SureBuy Group

HIES is a proud partner of SureBuy. HIES, 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

HIES  
Consumer Code



## 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.dgc.org.uk](http://www.dgc.org.uk)



**RENEWABLES**  
[www.hiesscheme.org.uk](http://www.hiesscheme.org.uk)



**HOME IMPROVEMENTS**  
[www.hicsscheme.org.uk](http://www.hicsscheme.org.uk)



**VALIDATION**  
[www.epvs.co.uk](http://www.epvs.co.uk)



**INSULATION**  
[www.gdgc.co.uk](http://www.gdgc.co.uk)



**OVERSIGHT**  
[www.flexi-orb.com](http://www.flexi-orb.com)



[www.hiesscheme.org.uk](http://www.hiesscheme.org.uk)

The Home Insulation and Energy Systems Quality Assured Contractors Scheme (HIES) is a division of The Integrity Foundation,  
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