



# Choose an independent for your next DIY project

Tony Dark, Director of Trading for The IPG, outlines the benefits of visiting one of The IPG plumbing, heating and bathroom specialists when planning your next DIY project.

**A**re you thinking of having a bathroom upgrade? Maybe you want to change your tap, or a leak has sprung? If you are thinking of doing it yourself, there are a number of things you should consider when looking for new designs, styles, parts or tools to get the job done.

These include well-priced, reputable merchants with lots of products in stock and knowledgeable staff on hand to answer any questions. I'm sure you will find all of these things and more when you visit one of The IPG plumbing, heating and bathroom specialists.

## Here's why

The IPG's independent merchants offer an in-depth, knowledgeable service. Many have worked in the trade themselves so

know their way around a U-bend! Some have been in business for decades, meaning that knowledge is carefully passed on from generation to generation and their reputation is outstanding. You will also be supporting a local business in your community whilst having the reassurance that you will be getting the best quality products at an affordable price.

Location is another plus - if you search your local area for IPG independent plumbing, heating and bathroom specialists, you will be surprised to find how many might be near you. Trust in the fact they will offer a higher quality, tailored service and can react to your needs because they are close by.

The independent companies that are part of The IPG pride themselves on their customer service. If something goes wrong

and one of the products you've purchased turns out to be faulty, you can be safe in the knowledge that they will do everything they can to resolve the issue, both quickly and efficiently. Staff will be on-hand to offer unbiased, expert advice through a simple phone call or in-store visit - without having to wait on an automated call for ages or talk to a chatbot.

Put simply, The IPG independent merchants go above and beyond to make sure their customers are fully equipped and prepared for their next job, no matter how big or small.

Want to know what your bathroom will look like once it's finished? Many of The IPG members have their own showrooms open to the public, so you can ensure it matches with your desired style.

So next time you're thinking of upgrading your bathroom, or fixing some faulty plumbing, pop down to your local IPG plumbing, heating and bathroom specialist and experience these benefits for yourself.

In just under five years, The IPG has developed into the fastest-growing membership group in the plumbing and heating sector. The IPG now works with 90+ suppliers and has over 200 member locations across the UK.

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