



reliable in the extreme

Your peace of mind ...guaranteed

Protecting your home improvement investment with **Network VEKA**



- PRODUCT GUARANTEE FOR UP TO TEN YEARS
- INSURANCE BACKED GUARANTEE
- INTERNATIONALLY RENOWNED PRODUCTS
- TRAINED WINDOW INSTALLERS
- KNOWLEDGEABLE SALES ADVISERS

Network VEKA is recommended
by **Steve Davis**

Network VEKA
reliable in the extreme
Quality windows, doors, conservatories and roofline



DO NOT SETTLE FOR ANYTHING LESS THAN
“NETWORK VEKA” WHEN
INVESTING IN YOUR HOME IMPROVEMENT

PRODUCT GUARANTEE FOR UP TO TEN YEARS • INSURANCE BACK





Think of
Network VEKA
and you automatically think of
peace of mind

That is because we do everything possible to make sure your home improvement investment goes on looking and performing as well as the day it was completed.

We also make sure that, if it should ever need attention, we have given every customer one of the best, most reliable guarantees in the PVC-U industry today. It is insurance-backed and it lasts up to ten years.

Our insurance-backed guarantee is underpinned by an insurance policy in the name of **Network VEKA** covering our liabilities under our guarantees.

WARRANTY GUARANTEE • INTERNATIONALLY RENOWNED PRODUCTS • TRAINING



More than just a guarantee

The quality assurance process that goes into every **Network VEKA** installation has already begun, long before you even talk to your local member.

Every one of more than 140 member companies across Britain and Ireland has pledged to uphold a series of strict professional standards, covering areas as diverse as installation, surveying and training, and every one is regularly audited to make sure they stay up to scratch.

But the chain of quality goes back even further because every member is also committed to using only the PVC-U extruded profile manufactured by VEKA, a company with a world-wide reputation second to none in PVC-U extrusion for the home improvement industries. In the UK, VEKA plc has over 20 years experience in the development of its products, earning the company many nationally recognised quality accreditations.

The **Network VEKA** guarantee works in three ways to ensure our customers complete peace of mind:

First comes your installer's product guarantee which lasts for up to 10 years. All you need do is put in a little occasional maintenance, as directed in your owner's maintenance guide, and your installation is covered for as long as the guarantee remains in force.

Then comes our guarantee which ensures that your product guarantee remains in force – even in the rare event that a member company has ceased trading.

If you need any more reassurance, our guarantee is underpinned by an insurance policy in the name of **Network VEKA** covering our liabilities under our guarantees.

Thirdly, we can even cover your deposit and/or staged payments your installer asks you to pay.

Please take a moment to study the main terms of our guarantees (overleaf) and you will see why, with **Network VEKA**, your peace of mind begins even before your installation has been started.

VED WINDOW INSTALLERS • KNOWLEDGEABLE SALES ADVISERS



The following is a summary only of the main terms and conditions of the Network VEKA Insurance Backed Guarantee and the Network VEKA Deposit and Staged Payment Protection Guarantee. The full terms and conditions of each of our guarantees can be downloaded from our website at www.networkveka.co.uk or can be requested by telephoning us on +44 (0) 1282 473170

Network VEKA Insurance Backed Guarantee

If your installer goes out of business and you subsequently find that your installation does not comply with the applicable building regulations or that the materials or workmanship used are defective, **Network VEKA** will either arrange for another installer to carry out the remedial works for you or will make a payment towards the cost of those remedial works.

Network VEKA will not pay more than the contract price you agreed with the original installer plus an amount for surveyor's charges.

You agree to pay £100 (€150) each time you claim under this guarantee.

This guarantee is subject to a number of restrictions which are set out in full in the terms and conditions.

The following are the main restrictions:

- it only covers defects which would have been covered by your original installer's guarantee;
- it only covers the cost of the remedial work and not any other associated costs;
- it does not cover glass breakage; or
- it does not cover parts manufactured by anyone else once the manufacturer's warranty has expired.

You can transfer the benefit of the guarantee to someone else, but **Network VEKA** will make a charge to cover its administrative costs involved in the transfer.

PRODUCT GUARANTEE FOR UP TO TEN YEARS



Network VEKA Deposit and Staged Payment Protection Guarantee

Deposit Protection

If you have paid a deposit and your installer goes out of business before starting work on your installation, **Network VEKA** will either arrange for another installer to carry out the work or will pay towards the amount of your deposit.

If **Network VEKA** arranges for another installer to carry out the works, and

- you have paid less than £10,000 (€15,000), you are responsible for paying the difference between what you had paid by way of deposit and the contract price originally agreed; or
- you have paid more than £10,000 (€15,000), you are responsible for paying the contract price originally agreed less £10,000 (€15,000).

If **Network VEKA** is not able to arrange for another installer to carry out the works, the amount which **Network VEKA** will repay to you will be the amount you paid by way of deposit or £10,000 (€15,000), whichever is the lesser.

Staged Payment Protection

If you have ordered a porch, sun lounge, sun room or conservatory and paid one or more staged payments and your installer goes out of business before completing your installation, **Network VEKA** will either arrange for another installer to complete the work or will make a payment towards the staged payments you have made.

If your installer goes out of business after the site is prepared, but before the frames and roof are delivered, and **Network VEKA** arranges for another installer to complete the works, and:

- you have paid less than 50% of the contract price originally agreed, by way of staged payments, you are responsible for paying the difference between what you had paid by way of staged payments and that contract price; or
- you have paid more than 50% of the contract price originally agreed, by way of staged payments, you are responsible for paying 50% of that contract price.

If your installer goes out of business after the frames and roof are delivered but before the installation is complete, and **Network VEKA** arranges for another installer to complete the works, and:

- you have paid less than 75% of the contract price originally agreed, by way of staged payments, you are responsible for paying the difference between what you had paid by way of staged payments and that contract price; or
- you have paid more than 75% of the contract price originally agreed, you are responsible for paying 25% of that contract price.

If **Network VEKA** is not able to arrange for another installer to carry out the works, the amount which **Network VEKA** will repay to you will be as follows:

- if your installer goes out of business after the site is prepared, but before the frames and roof are delivered, the total amount you have paid to that stage or 50% of the contract price originally agreed, whichever is the lesser.
- if your installer goes out of business after the frames and roof are delivered but before the installation is complete, the total amount you have paid to that stage or 75% of the contract price originally agreed, whichever is the lesser.

Network VEKA is entitled to inspect the works if a claim is made under this guarantee.

The Deposit Protection benefit and the Staged Payment Protection benefit only apply if you have applied for and **Network VEKA** has registered your application for the relevant benefit(s).

The Deposit Protection benefit normally lasts for 3 months from the date of the order. The Staged Payment Protection benefit normally lasts for 4 months from the date of the order.

The **Network VEKA** Deposit and Staged Payment Protection Guarantee is subject to a number of restrictions which are set out in full in the terms and conditions. The following are the main restrictions:

- it does not cover the loss of deposit or staged payments if these are or can be insured under a household policy, or if compensation for their loss is provided under legislation;
- it only covers deposits and staged payments and not any associated loss;
- it does not cover the loss of deposit or staged payments if these are covered under another warranty, guarantee or policy (except for any difference between the amount covered by the other warranty, guarantee or policy and the amount of loss covered by this guarantee).