

A hand is shown holding the handle of an open umbrella. The umbrella's ribs and fabric are visible, set against a background of blue and green. The word "Protection." is written in white text across the middle of the image.

Protection.

Insurance Backed
Guarantee



**Network
Protect**

A Guarantee for Your Guarantee

Having chose one of the best products on the market, it makes sense to do all you can to ensure the investment in your home is well and truly guaranteed.

An insurance-backed guarantee

Basically, Network Protect covers your investment for any acknowledged defects which may occur in future, in the unlikely event your installer ceases to trade, and their original guarantee no longer applies.

Peace of mind...

We only work with companies who share our commitment to straightforward, honest professionalism. Your Network Protect Installer checks all the materials, techniques and construction methods used in your installation for quality.

... in three ways

The Product Guarantee:

All that's required from you is a little periodic maintenance and your product guarantee is secure.

The Back-up Guarantee:

The Network Protect Guarantee comes into play if the original guarantee fails as a result of the installer ceasing to trade*. For extra protection the Network Protect Guarantee is backed by an Insurance Policy in the name of Network VEKA to cover its liabilities under its Network Protect Guarantees.

Cover for your deposit:

If you're asked to pay a deposit before work commences, even that's covered with Network Protect. Our unique Deposit Indemnity Guarantee covers you for up to £10,000 (€15,000) or 25% of the total installation cost - whichever is the lesser - for up to three months.

Just take a look at the Network Protect guarantee terms overleaf - you'll see that total peace of mind can be yours.

**For up to 10 years or the term of the installer's guarantee, whichever is the lesser period.*

Insurance-backed
to guarantee your
investment.

Network Protect Guarantee

Guarantor: Network VEKA Ltd Farrington Road Burnley BB11 5DB

DEFINITIONS:

"Network VEKA"/"Guarantor" means Network VEKA of Farrington Road, Burnley, BB11 5DB

"Installer" means the Network VEKA registered dealer who is to fit the Works:

"Works" means the Works described on the schedule:

"Certificate Holder" means a person or body corporate named overleaf;

"Written Guarantee" means the written Guarantee or warranty issued by the Installer in respect of the Works;

"Ceased Trading" means ceasing to trade due to liquidation, receivership, administration or the winding up of the business due to the Bankruptcy, State Retirement or Death of the Principal(s);

"Consequential Loss" means any indirect special or consequential damages or losses suffered or incurred by the Certificate Holder and for the purposes of this Guarantee indirect, special or consequential damages or losses shall include, but not be limited to damages to or loss of furniture or equipment, economic loss or damage, damage to or loss of profits, interest, business revenue, anticipated savings, business or goodwill, any losses, costs or expenses which are not directly incurred by the Certificate Holder wholly in respect of or which are additional to the remedial work for which indemnity is provided by this Guarantee, the costs and expenses of any redecoration, repainting or retiling work, the costs and expenses of removing and/or replacing any cupboards, carpets or other furniture, or any other fixtures or fittings and the incurring of liability for losses or damages of any nature whatsoever suffered by third parties (including in each case incidental and/or punitive damages), even if the Guarantor is advised in advance of the possibility of any such losses and/or damages.

THE BENEFITS:

The Guarantor agrees to indemnify the Certificate Holder in respect of the cost of making good defective workmanship and/or faulty materials in the original installation at the Location described above, where the installer has Ceased Trading as defined above and is unable to honour the terms of their own Written Guarantee issued to the Certificate Holder.

LIMIT OF INDEMNITY

The amount payable hereunder shall not exceed the Contract Price as stated on the schedule plus a sum of up to £500 (£50) in respect of any surveyor's charges payable in proving any claim.

CLAIMS PROCEDURE

In the event of any defect arising in the Works the matter should immediately be reported to the installer. If a defect becomes apparent to the Certificate Holder and the Installer has Ceased Trading, the Guarantor must be advised within 30 days. The Certificate Holder must supply all details and proofs as may be reasonably called for by the Guarantor, For example:

1. A copy of the Installer Contract
2. A copy of the Guarantee Certificate from Network VEKA Ltd
3. Proof of payment
4. Installer written guarantee

The Guarantor shall have the right to inspect the Works.

EXCLUSIONS

The Guarantor shall not be liable for:

1. Any defect that would not have been recoverable under the Installer's own Written Guarantee.
2. The cost of routine maintenance, overhaul or modification or loss or damage arising therefrom, and damage or defect caused by any peril capable of being insured under a commercial property, household or similar policy of insurance whether or not such insurance is effective or in force at the time or for which compensation is provided by legislation.
3. Any loss of use or consequential loss of any nature.
4. Any damage caused by war risks, sonic booms or nuclear radiations.

5. Any damage or defect caused by fair wear and tear, sunlight, storm or deterioration due to neglect in maintenance.
6. Sealed units and items of door and window furniture, tracks, runners, mountings, mechanisms and trims where the fault arises after the expiry date of the manufacturer's original guarantee.
7. Breakage of glass for any reason.
8. The rectification of defective design of the Works but not damage to the Works resulting there from unless otherwise excluded.
9. Any remedial work undertaken without the consent of the Guarantor.

CONDITIONS

1. In the event of any loss or damage occurring, the Guarantor may at its own option repair, replace or pay in cash the amount of the loss or damage.
2. The Certificate Holder shall take all reasonable precautions to avoid losses that are or may be recoverable under this Guarantee.
3. The Certificate Holder's benefit under this Guarantee is governed by English Law and will be forfeited if that Certificate Holder knowingly makes a fraudulent claim.
4. The Guarantor may at its expense take such proceedings as it sees fit in the name of the Certificate Holder to enforce any rights and remedies against or obtain relief of indemnity from other parties to which the Guarantor shall be or may become entitled or subrogated under this Guarantee and the Certificate Holder shall at the request and expense of the Guarantor do such acts and things as may reasonably be required.
5. If any difference shall arise as to the amount to be paid under this Guarantee (liability being otherwise admitted) such difference shall be referred to an Arbitrator to be appointed by the parties in accordance with the statutory provisions then in force. Any making of an award shall be a condition precedent to any right of action against the Guarantor.
6. The Certificate Holder is liable for the first £100 (£50) of any claim under the Guarantee.

TRANSFERABILITY

The Certificate Holder can assign his interest under this Guarantee to successors in title, provided:

- a) the successor is the owner occupier of the address of installation of the works.
- b) the period of Guarantee has not expired.
- c) the installer has not ceased trading.

There will be an administration charge to cover the cost of a transfer. The amount of such fee will be notified to the successor by Network VEKA on receipt of a written request for transfer within one month of the date of change.

ENQUIRIES AND COMPLAINTS

Any enquiries or complaints you may have regarding this Guarantee should be addressed to Network VEKA Limited, Farrington Road, Burnley, BB11 5DB (tel: 01282 473170-). Please quote your Certificate Number (shown in the schedule) so that your enquiry can be dealt with quickly.

DATA PROTECTION

The data supplied by you will only be used for the purposes of processing your Guarantee, and any claim which may arise. The data supplied will not be passed to any other parties other than those which are mentioned herein or their representatives. It is important that the data you have supplied is kept up to date. You should therefore notify the Guarantor promptly of any changes. You are entitled upon the payment of an administration fee to inspect the personal data, which is held about you. If you wish to make such an inspection, you should contact the Guarantor. The Guarantor may respond to enquiries by the Police concerning your policy in the normal course of their investigations and where it is necessary to administer your Guarantee effectively or to protect your Guarantee. The Guarantor may disclose the date you have supplied to other third parties such as solicitors, loss adjusters, engineers, repairers, replacement companies and insurers etc.