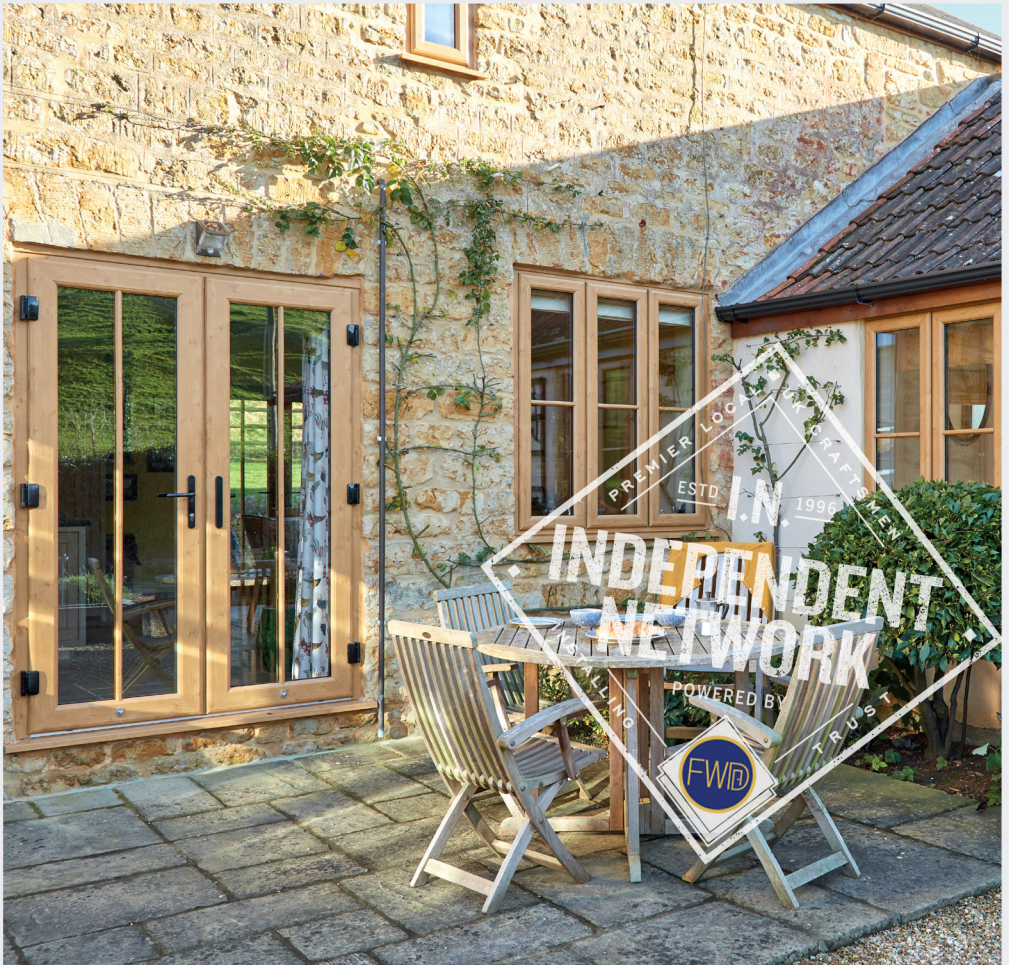


FWD Failte Windows
and Doors

YOUR PEACE
OF MIND
GUARANTEED...



THINK OF **INDEPENDENT** NETWORK 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 uPVC 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** covering our liabilities under our guarantees.



MORE THAN JUST A GUARANTEE



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

All **Independent Network** 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.

1. 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.

2. 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** covering our liabilities under our guarantees.

3. Finally, 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 **Independent Network**, your peace of mind begins even before your installation has been started.

The following is a summary only of the main terms and conditions of the Network Insurance Backed Guarantee and the Network Deposit and Staged Payment Protection Guarantee.



NETWORK INSURANCE BACKED GUARANTEE (IBG)

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, **Independent Network** 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.

The Network IBG 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) per item.

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

NETWORK DEPOSIT & 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, **Independent Network** will either arrange for another installer to carry out the work or will pay towards the amount of your deposit. (Up to 25% of the installation or £10,000 (€15,000) whichever is lower.) If **Independent Network** 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

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.
- 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 **Independent Network** will make a charge to cover its administrative costs involved in the transfer.

- 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 **Independent Network** is not able to arrange for another installer to carry out the works, the amount which **Network** 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, **Independent Network** 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 **Independent Network** 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 **Independent Network** 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 **Independent Network** is not able to arrange for another installer to carry out the works, the amount which **Network** 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.

Independent Network 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 **Independent Network** 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** 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).

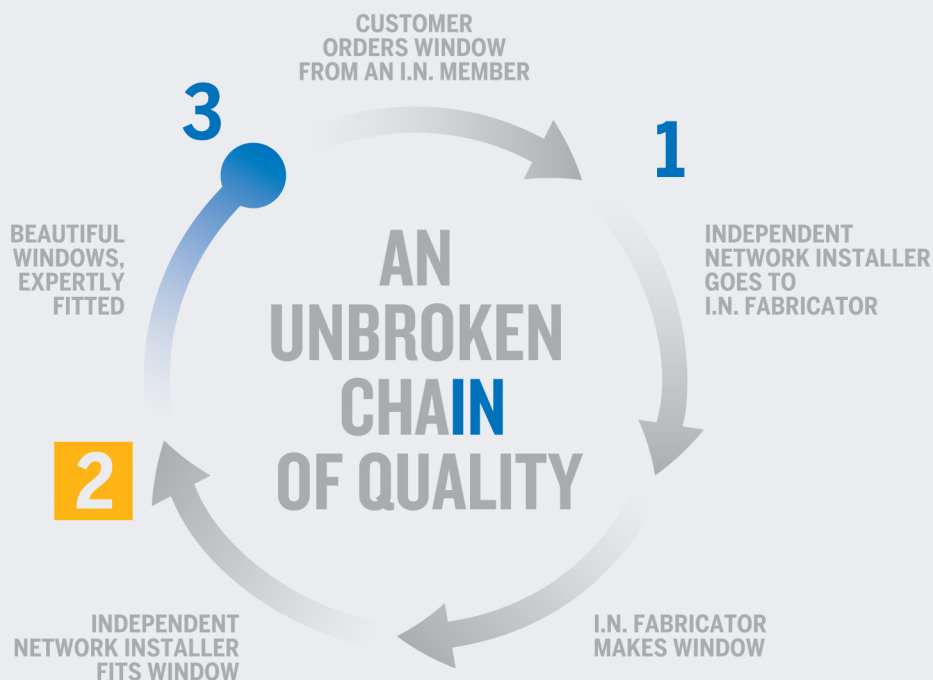
FWD Failte Windows and Doors



WHY TRUST AN **INDEPENDENT** NETWORK MEMBER?



With a ten year, insurance-backed guarantee from the very best in the industry, you can rest assured we're delivering more than just customer satisfaction.



GUARANTEEING YOUR PEACE OF MIND

- 1** The moment you sign up, you are protected by our customer charter thanks to the comprehensive system offered by all Independent Network members
- 2** With your order confirmation, you'll receive our Independent Network Customer Satisfaction Questionnaire – complete and return within 28 days of installation to activate your Guarantee Certificate
- 3** Independent Network provides you with an Insurance-Backed Guarantee Certificate, and a complete Maintenance Guide to keep your home improvement looking as new for years to come

THE BENEFIT OF AN **INDEPENDENT** NETWORK MEMBER



The Independent Network charter sets our members apart and determines your expectations from the outset. This applies from the very first contact you have with your chosen Independent Network installer, to installation, final inspection and throughout the entire guarantee period.

“Our aim is to maintain or improve upon our 97% customer satisfaction rate. It’s no wonder over 18,000 homeowners choose Independent Network members each year and discover the best way of choosing uPVC home improvements.”

WE PROMISE TO DELIVER:

- The very best products, using the very best installers
- To continuously monitor our Independent Network of installers against a series of strict standards and rules, ensuring they fulfil their ongoing obligations to you
- Full coverage of our insurance-backed guarantee** from the moment your products are registered with Independent Network and for the subsequent ten years
- Deposit Stage Payment Protection Guarantee** on every deposit paid and/or stage payment made, on every Independent Network registered installation, where your installer asks for a deposit or stage payments backed by an insurance policy in our name
- Every Independent Network installer and surveyor is trained to our strict standards ensuring every installation is up to our specification
- Every Independent Network registered installation complies with all Building and Fire Regulations keeping you on the right side of the law
- Every Independent Network customer receives a confidential Customer Satisfaction Questionnaire to make sure we know every member gets it right every time
- Every uPVC frame in an Independent Network registered installation is made using the extrusions from your assurance of world-beating quality at the heart of every frame
- Every uPVC frame in an Independent Network registered installation is manufactured by an approved Independent Network fabricator member, assuring you of an unbroken chain of quality from factory to your home
- Every member company has been vetted for financial stability before we even allow them to join Independent Network, we make sure we trust them before we ask you to
- Peace of mind every step of the way
- Every employee who visits you must carry a current identity card, with photograph so you can be sure who they say they are

YOUR
TRUSTED,
LOCAL
INDEPENDENT
NETWORK
MEMBER

