



Certificate Number:  
EI/50/

# Deposit Protection for contracts upto £50,000

Underwritten by Elite Insurance Company Limited

Bathrooms  
Bedrooms  
Car Ports  
Cladding  
Conservatories  
Double Glazed Doors  
Double Glazed Windows

Extensions  
Fascias  
Garage Conversions  
Garage Doors  
Heat Pumps  
Kitchens  
Loft Conversions

Roofing  
Roofline  
Roof & Wall Coatings  
Soffits  
Solar Systems  
Water Purification Systems  
Wooden Outbuildings

For further information or advice telephone IWA on

01604 604511 9-5pm Mon-Fri.  
or e-mail: sarah@iwa.biz  
20 Billing Road, Northampton, NN1 5AW

**Independent Warranty is Authorised and Regulated by the Financial Services Authority**

TO BE COMPLETED BY THE SUPPLIER

This is to certify that providing the deposit is paid (max £12,500 or 25% of contract value whichever is the lesser sum) and providing the terms and conditions set out below have been met, only the value of the deposit paid, is insured by this certificate up to a Maximum of £12,500.

CUSTOMER NAME ..... SUPPLIER'S NAME .....

DEPOSIT PAID £..... (MAX 25% or £12,500 whichever is the lesser) DATE PAID .....

CONTRACT VALUE £..... (MAX £50,000) IWA MEMBERSHIP NUMBER .....

### DEPOSIT PROTECTION TERMS AND CONDITIONS

The Deposit Protection is for 90 days only, from the date of payment of the deposit or until completion of the contract whichever is the earliest. The period may be extended, provided always that a written request is made by the customer to IWA BEFORE the 90 day period expires. Any extension may be granted at the insurers, and or IWA's sole discretion and provided always that the supplier has not already ceased trading and such extension will only be effective once the extension has been granted in writing.

In the event of the supplier ceasing to trade prior to the completion of the contract, and within the 90 day period (or longer if extension has been requested and granted in writing) the Insurers will arrange for the completion of the contract by an IWA "authorised" company at a further cost to You no greater than the outstanding balance (the outstanding balance is the difference between the original total contract price and the Deposit payment up to a maximum of 25% of the contract value). The insurance does not cover repayment of the deposit itself and the deposit amount is not refundable. No liability will be accepted by Insurers for any works carried out without written authorisation from IWA. In the event of a claim under this Deposit Protection cover the certificate holder will provide proof of payment, a copy of this certificate and a copy of the contract. This Insurance contains the whole and only agreement in relation to its subject matter. It supersedes and extinguishes any prior agreements, representations and or arrangements of any nature, whether written or oral by any party and can only be varied by the Insurer in writing.

**I, the customer named above, have read and understand and accept the terms and conditions of this certificate and agree to be bound by them and further understand that without my signature the Deposit Protection is not valid.**

Customer Signature ..... Date .....

PLEASE REGISTER THE INSURED GUARANTEE (PRINTED INSIDE THIS FORM) ON COMPLETION OF THE CONTRACT, AND AFTER PAYMENT IN FULL TO THE SUPPLIER, BY RETURNING THE REGISTRATION FORM INSIDE ALONG WITH A COPY OF THE SUPPLIER'S CONTRACT TO IWA, 20 BILLING ROAD, NORTHAMPTON, NN1 5AW WITHIN 30 DAYS OF CONTRACT COMPLETION. (YOU ARE ADVISED TO KEEP ALL DOCUMENTATION RELATING TO THIS CERTIFICATE AS IT WILL BE REQUIRED IN THE EVENT OF A CLAIM).

Signature Below is Confirmation of Cover:



Elite Insurance Company Limited - Authorised Signatory

**Underwriters: Elite Insurance Company Limited**

Registered Office Address: 913 Europort, Europort Road, Gibraltar  
Elite Insurance Company Limited is registered in Gibraltar No. 91111

Licensed by the Commissioner of Insurance under The Insurance Companies Act 1987 to Carry On Insurance Business  
Authorised by the Financial Services Authority under their passporting arrangements. Authorised number 446926.

## Satisfaction Survey

Please answer all the following questions with regard to your installation.

1) Was the service level, Good  Average  Poor

Yes No

2) Did the installers arrive on time ?

Yes No

3) Were the Installers clean & tidy ?

Yes No

4) Has the work been fully completed according to your contract ?

Any other comments \_\_\_\_\_

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# keyfacts

## GUARANTEE INSURANCE

Underwritten by Elite Insurance Company Limited



SCHEDULE  
The Insured: Is the Customer named on this certificate

PERIOD OF COVER:  
Up to 10 Years, Commencing from date of completion

Assignment  
This guarantee is transferable to successors in title, providing that they are the owner occupier of the property detailed in this certificate, on payment of a transfer fee within 30 days of completion of contracts.

### LIMIT OF GUARANTEE

The Maximum limit recoverable hereunder at the date of commencement of this Insured Guarantee is £50,000.

### THESE ARE THE FULL TERMS AND CONDITIONS

- In the event of the supplier of the items under guarantee being unable to undertake any necessary remedial works under the terms of its own long term guarantee due to **cessation of trading**, Insurers will indemnify the holder of the Insured Guarantee for the cost of such work, providing that (a) the IWA has been notified within 30 days of the fault first occurring and (b) the Claims Procedure being adhered to. It is understood that cover provided by this Insured Guarantee is limited to the cost of removal, repair, alteration, rectification or remedial work that is required to be undertaken within the terms and conditions of the long term guarantee issued by the supplier/IWA member company.
- Insurers will not be liable for any accidental or consequential loss or damage or other expense as a result of the failure of the products or services provided by the supplier/IWA member company..
- In the event that during the Period of Insurance you become entitled to any service or replacement materials under the terms of the supplier's guarantee or in connection with the supplier's self-certification and the supplier is unable to meet such an entitlement due solely to the fact that the supplier has **ceased to trade** then we will arrange for the provision of such work and or materials and this insurance will indemnify you for any costs arising therefore up to the policy limit of liability.
- No cover is provided for faults that occurred (whether notified or not) prior to the supplier **ceasing to trade** other than breaches of building regulations which will be covered.
- No cover is provided for any items or work carried out that is not stated or contained within the supplier's contract.
- Whilst every endeavour will be made to replace products on a like for like basis no liability is accepted for aesthetic differences where an exact match can not be supplied
- No alteration in the terms of this Insured Guarantee nor any endorsement hereon will be held valid unless approved and signed by Insurers. This Insurance contains the whole and only agreement in relation to its subject matter. It supersedes and extinguishes any prior agreements, representations and or arrangements of any nature, whether written or oral by any party and can only be varied by the Insurer in writing.
- This Insured Guarantee does not cover any loss or damage, which at the time of happening is insured and/or protected by, or would, but for the existence of this Insured Guarantee, be insured or protected by any other existing insurances.
- No cover is provided for any claim that is the consequence of subsidence or earth movement of any kind caused by any reason whatsoever (this would normally be covered by your buildings insurance).
- No cover is provided for performance or efficiency related Guarantees or Warranties whether given in writing or verbally by the Installer/Supplier or for the provision of feed in tariffs, grants, subsidies, or any other financial payment or incentive by any organisation or person in relation to this contract.

### CLAIM PROCEDURE

In the event of any claim under this Insured Guarantee the Insurers reserve the right to appoint an authorised IWA Member to carry out work and shall not be liable for any work carried out without written authorisation by IWA. This Insured Guarantee does not provide any Emergency Service for such works.

In order to make a claim under this Insured Guarantee, the Customer must provide the following:

- Proof the Supplier has **ceased to trade**.
- A copy of the Supplier's Contract & Guarantee (to establish that the faults are covered within the Supplier's original Guarantee)
- Proof of payment (Bank/Building society statement)
- A fully completed IWA Claim Form.

An application for a Claim Form must be made in writing to: IWA, 20 Billing Road, Northampton, NN1 5AW or call claims department on 01604 604511

PLEASE COMPLETE FORM BELOW AND RETURN TO 20 BILLING ROAD, NORTHAMPTON, NN1 5AW

### Deposit Protection & Guarantee Insurance Policy Summary

The following summary does not contain the full terms and conditions of the contract which can be found in the policy document opposite. The summary does not form part of your contract of insurance.

#### About your policy

- Insurer:** This insurance policy is underwritten by Elite Insurance Company Limited.
- Insured Period:** The insurance cover starts on the date you make the deposit payment for your installation and finishes on the date on which you have paid the full contract value (or 90 days from the date of payment of the deposit, whichever the earlier).
- Coverage**  
The insurance gives (i) Deposit Protection Cover and (ii) Guarantee Insurance.  
(i) The Deposit Protection covers the completion of the contract by an IWA authorised contractor in the event the supplier named in the guarantee ceases trading. The insurance does not cover the deposit paid itself and therefore is not refundable.  
(ii) Insurance Guarantee will indemnify the holder of the Insured Guarantee in the event of the supplier of the items under guarantee being unable to undertake any necessary remedial works under the terms of its own long term guarantee due to its cessation of trading. This cover does not not widen or increase the cover given by your supplier's guarantee. The insurance does not cover any items or work that is not contained within the supplier's contract. If the guarantee does not cover a particular matter, then neither shall this insurance. EMERGENCY repairs and repairs for accidental damage are not part of the cover.
- Deposit Protection Claims**  
Your installation is completed by an alternative supplier and this supplier will be selected by IWA. If the alternative supplier is not selected by IWA or not accepted by the customer then coverage will not provided.
- Guarantee Insurance Claims**  
The insurers have the right to exclude from cover any remedial work carried out without the agreement of IWA. To ensure that you will be insured for the costs of any particular repair, you should always get their approval in writing before proceeding.
- Cancellation:** You have a statutory right to cancel this policy within 14 days from the date of concluding this contract.
- Complaints:** If you wish to make a complaint concerning this policy you should contact: IWA, 20 Billing Road, Northampton, NN1 5AW. Telephone: 01604 604511. In the event that you remain dissatisfied, you can refer the matter to the Underwriting Manager (Complaints). The contact details are: Elite Insurance Company Limited, Newton Chambers, Newton Business Park, Isaac Newton Way, Grantham, Lincolnshire, NG31 9RT. Finally, if the matter still remains unresolved once all of the above have been contacted, you can then approach: The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. There are some instances where the Financial Ombudsman Service is unable to consider complaints. This procedure will not prejudice your right to take legal proceedings.
- Compensation:** Elite insurers are covered by the Financial Services Authority's Compensation Scheme. You may be entitled to compensation from the Scheme if Elite Insurance Company is unable to meet its obligations to you under this contract. If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information about the Scheme is available from the Financial Services Compensation Scheme (7th Floor, Lloyd's Chambers, Portsoken Street, London, E1 8BN) and on their website: [www.fscs.org.uk](http://www.fscs.org.uk)

**Registration form**  
TO BE COMPLETED AND RETURNED ONLY BY THE CUSTOMER

**Certificate Number:**  
EI/50/

**IWA MEMBERSHIP No.**

DATE DEPOSIT PAID       CONTRACT COMPLETION DATE

CUSTOMER'S NAME

TEL NO (HOME)           TEL NO. (WORK)

ADDRESS LINE 1

ADDRESS LINE 2

ADDRESS LINE 3

COUNTY  POST CODE

EMAIL

I, THE CUSTOMER, HAVE INSPECTED THE TOTAL INSTALLATION. IT HAS BEEN COMPLETED TO MY SATISFACTION AND THERE ARE NO FAULTS OR SHORTCOMINGS IN THE INSTALLATION OF WHICH I AM AWARE. I ACCEPT THAT MY GUARANTEE INSURANCE WILL BE INVALID IF I HAVE MADE THE FOREGOING STATEMENT KNOWING IT TO BE FALSE.

I HAVE PAID THE BALANCE IN FULL OF THE CONTRACT PRICE OF £       .   TO THE SUPPLIER NAMED IN THE DEPOSIT PROTECTION CERTIFICATE.

I UNDERSTAND THAT MY GUARANTEE INSURANCE IS INTENDED TO DELIVER THE BENEFITS OF MY SUPPLIER'S GUARANTEE IN THE EVENT THAT MY SUPPLIER **CEASES TO TRADE**, AND THAT THEREFORE THE INSURANCE SHOULD ONLY APPLY IN RESPECT OF FAULTS OR MATTERS OF WHICH I BECOME AWARE AFTER MY SUPPLIER HAS **CEASED TO TRADE**. UNTIL SUCH TIME, I SHOULD OBTAIN REDRESS FROM MY SUPPLIER UNDER THE TERMS OF THE SUPPLIER'S GUARANTEE AS SOON AS I AM ABLE.

I ENCLOSE A COPY OF THE CONTRACT SHOWING DRAWINGS AND MEASUREMENTS AND PROOF OF PAYMENT.

I HAVE COMPLETED THE SATISFACTION SURVEY OVERLEAF AND ADDED ANY COMMENTS I MAY HAVE.

Customer signature.....Date.....