

Quality Assured National Warranties

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National Warranties
A Kinnell Group Company

Window Outlet North West Ltd
Unit 12 Boarshurst Business Park,
Greenfield,
Oldham,
Great Manchester,
OL3 7ER

13.04.16

Dear Member,

Re: Self Certification Insurance Backed Guarantees/Deposit Insurance

I refer to the above with respect to your application to register for the provision of deposit insurance and post-completion insurance backed guarantees. I am pleased to inform you that your firm has fulfilled QANW's required criteria and is now registered to provide these insurance products.

Your QANW registration number is **WSL23851**. This number should be quoted on all future correspondence with QANW. In order to purchase cover in respect of windows, doors, conservatories or roofline products, you are required to lodge details of your installations on QANW's online members' area, which can be accessed by visiting <http://members.qanw.co.uk>. In accordance with the terms of business you have subscribed to, you must purchase insurance in respect of every domestic consumer contract you engage in for the installation of replacement windows & doors, conservatories and roofline products.

If you have collected a deposit payment from your customer, you must register the details of the installation on the online members' area, when you collect that deposit payment, before the installation begins. The entire insurance premium shall be charged to you when you lodge the contract details. This will allow QANW to issue your customer's deposit insurance policy. Please note that once you complete the installation to your customer's satisfaction, and the customer has paid all invoices in full; you **must** then return to the members' area and sign-off the job as complete. Only then will QANW be able to issue the post-completion insurance backed guarantee. This is of crucial importance because it is the insurance backed guarantee that facilitates your compliance with your Competent Person Scheme rules, so please remember to sign your jobs off upon completion.

If you have not collected a deposit payment from your customer, installation details must only be lodged upon practical completion of the works. Only the post-completion insurance backed guarantee shall be issued by QANW as no deposit insurance policy shall be required.

In accordance with the terms of business you have subscribed to, payment in respect of all insurance shall be collected from you, by QANW, on a monthly basis, via variable Direct Debit. Please note that you cannot charge your customers in respect of the insurance. Additionally, if you do not purchase insurance in a given calendar month, you may be charged a non-use fee. Please consult your pricing structure for further details.

Your chosen Self Certification body is a separate organisation to QANW however; they may share information regarding your membership with QANW in order to ensure their continued compliance with their own license terms and the Department of Communities and Local Government's Conditions of Authorisation. With this in mind, it is of the utmost importance that you purchase an insurance backed guarantee in respect of every qualifying installation you carry out on behalf of domestic customers.

If you require further assistance with the online members' area or your QANW membership, an FAQ and an online user guide is available on the online members' area. Alternatively, please do not hesitate to call our dedicated self-certification team on 01292 268020.

Yours faithfully

Self-Certification Team