



TIMBER
WINDOWS

PEACE OF MIND
WITH
COMPREHENSIVE
COVER



TIMBER ASSURED



Timber Assured is a unique 50% Deposit Indemnity & Insurance Backed Guarantee Scheme, which is being offered by Timber Windows exclusively to their Registered Installers.

Timber Assured is administered by The Independent Warranty Association (IWA) and under-written by the insurer Acasta Europe Limited. Both firms are fully regulated and authorised by the Financial Conduct Authority (FCA). Acasta Europe Limited are members of the Financial Services Compensation Scheme (FSCS) and members of the Financial Ombudsman Service (FOS).

The Timber Assured Deposit Indemnity Scheme is unique in the window industry as it is the only scheme offering insurance cover for a 50% deposit on timber contracts. It provides end-users with complete peace of mind.

YOUR CONCERNS ANSWERED

What would you do if the supplier of your home improvement products went out of business having taken your deposit, leaving you with a worthless guarantee?

Good companies as well as bad ones go out of business for a variety of reasons. IWA administers a scheme underwritten by FCA authorised insurers. Work carried out by IWA approved companies can have the benefit of Deposit Protection and a Guarantee Insurance for up to 10 years.

Who are the IWA?

Since 1989 IWA has been one of the leading organisations in the UK to administer Deposit Protection and Guarantee Insurance to consumers within the home improvement market.

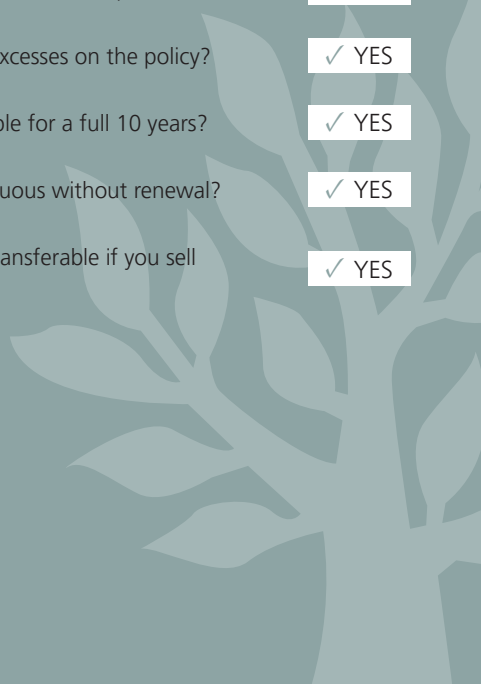
How does the Deposit Protection work?

Once you have placed an order with your Timber Assured dealer they will notify Timber Windows who will then declare the job to IWA. The IWA will issue cover accordingly that will protect your deposit prior to the commencement of the contract, for 50% of the contract value, subject to the terms and conditions on the certificate.

How does the Guarantee Insurance work?

Once the contract has been completed to your satisfaction and you have paid the IWA approved company the balance in full, you may apply to IWA for Guarantee Insurance. Once processed, your Guarantee will then be insured for a period of up to ten years and is underwritten by FCA authorised insurers, subject to the terms and conditions on the Certificate.

CHECK LIST

- Are all companies fully vetted? YES
 - Is customer satisfaction regularly monitored? YES
 - Is there a customer helpline? YES
 - Is there a customer friendly website available for advice? YES
 - Is the insurer FCA authorised? YES
 - Is Deposit Protection from point of sale? YES
 - Are there no excesses on the policy? YES
 - Is cover available for a full 10 years? YES
 - Is cover continuous without renewal? YES
 - Is cover fully transferable if you sell your home? YES
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Independent Warranty

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