

# DEPOSIT INDEMNITY PROTECTION SCHEME



Application is made to the insurer to cover the customer under the terms of its policy (brief details of which are given in this guide) subject to acceptance of the terms and conditions of the policy.

Authorised and regulated by the Financial Conduct Authority.

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Plastics Window  
*Federation*

## DEPOSIT INDEMNITY PROTECTION SCHEME: GUIDANCE NOTES

This guide describes a contract of Insurance ('Insurance') to ensure completion of certain contracts for the Installation of products ('Installation') by a Member Company ('Member Company') of the Plastics Window Federation ('Federation') to whom the Customer ('Customer') has paid a deposit.

If the Member Company accepts a deposit for any Installation covered by the Insurance and is not able to complete the Installation due to ceasing to trade, the Installation will be carried out at the originally quoted contract price, which excludes VAT, less the sum paid to the Member Company, provided the sum paid is not more than 15% of the contract price.

This guide incorporates a form to be completed by the Customer in order to apply for the Insurance. It **must be returned to the Federation** at the address shown overleaf.

The principal terms and conditions of the Insurance are described below. They are subject to the terms of the policy ('Policy').

If a claim is made under the Insurance, the Federation will obtain quotations from other Member Companies, from which the Customer may make their choice. A claimant may not commission a company to carry out such works without the prior written approval of the Federation.

The Insurance is in respect of residential properties only. The Member Company has no authority to advise of Insurance protection in any other circumstances. The Insurance applies in respect of an eight week period commencing at the time of payment of the deposit and will respond only where the Member Company fails to complete the Installation due to ceasing to trade.

The Insurance provides for completion of an Installation at the original contract price, in situations where the Member Company has ceased to trade. The Federation, on behalf of the insurer, will endeavour to arrange for an identical Installation or as near as possible to that ordered, but may, subject to prior advice to the Customer, substitute an alternative Installation to that originally ordered. The Installation will be completed by a Member Company and on completion, an application for Insurance will be made available.

The Insurance provides cover in respect of deposit payments up to a maximum of 15% of the original contract price, which excludes VAT. Any sum paid by way of a deposit over 15% of the original contract price will not be credited against the balance due on completion of the Installation.

In exceptional circumstances, and at the discretion of the insurer, the Federation may decline to arrange completion of an Installation and may offer a cash settlement.

Immediately upon completion of the Installation, the balance of the original contract price is payable to the Member Company appointed by the Federation.

Should there be more than one contract covering the works and the Installation, the Customer must complete a separate Deposit Indemnity Application for each contract, forwarding all of these to the Federation in order to effect cover.

Cover will be inoperative if any of the conditions have not been fulfilled.

**Any enquires or complaints you may have regarding this Insurance should in the first instance be put in writing and sent to the address overleaf.**

## APPLICATION FOR DEPOSIT INDEMNITY PROTECTION INSURANCE

This completed form must be returned to the Plastics Window Federation at the address shown overleaf in order for cover to take effect.

CUSTOMER NAME:

ADDRESS:

SIGNATURE:

COMPANY NAME:

AGENT'S NAME:

ORDER DATE:

ORDER VALUE:

DEPOSIT PAID:

**PURCHASED:**

NUMBER OF WINDOWS:

NUMBER OF PATIO DOORS:

NUMBER OF DOORS:

OTHER UNITS:



Please contact us on **01582 456 147** if you require any assistance with your application.