



THE SASH
WINDOW
WORKSHOP

INSURANCE BACKED GUARANTEES & DEPOSIT PROTECTION

The Sash Window Workshop issues insurance backed guarantee (IBG) and deposit protection plan through QANW, in accordance with their terms and conditions, automatically for:-

- All orders including new windows and doors that meet Document L legislation under FENSA guidelines.
- All New Joinery orders for work over £5000.00 in value (Inclusive of VAT)
- All other orders on request by any customer.

The IBG is provided through QANW, in accordance with their terms and conditions, and will cover:-

- Deposit protection of 25% of the contract value up to a maximum of £10,000; or
- The actual deposit paid as shown in the schedule; whichever is the lesser.
- Materials, workmanship, failure to complete the project. The IBG mirrors terms of The Sash Window Workshop Warranty in the event that the company ceases to trade for a period up to 10 years from completion of the work.
- Transfer of the warranty should your property be sold.

For the purpose of insurance backing the following terms apply:

- Timber windows and door frames are guaranteed against any failure in welded joints and distortion for a period of no longer than 5 years from the above commencement date.
- Glass sealed units manufactured by ourselves are guaranteed for a period no longer than 10 years after the commencement date above for the failure of hermetical seals (i.e. misting between panes).
- Locking mechanisms and hinges and all metallic moving parts are guaranteed for 3 years subject to regular maintenance by customer. Cosmetic deterioration to handles, letter plates and door handles etc. due to general wear and tear are not covered by this guarantee.