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Registered in England
No 5442496

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IMPORTANT INFORMATION - PLEASE READ

Dear Customer,

As we are sure you are aware, government legislation involving additions and amendments to the existing building regulations have been introduced which affect our industry, and your installation.

The main aim of this legislation is to help prevent global warming by reducing unnecessary heat loss through dwellings. As a company, we have had to prove that our products comply with the new energy rating requirements.

We guarantee to comply with the conditions laid out within these regulations.

As an approved member of the FENSA organisation, we have regular spot checks on our work. On completion of your work, we will issue you with a certificate stating that we have complied with all relevant building regulations. We will register your installation* with FENSA and they will issue you with a FENSA certificate. You will need the FENSA certificate if you sell your home, to prove that your installation complies with all relevant regulations.

We are FENSA member number 13552, and they can be contacted via their website at:

www.fensa.org.uk

We are also obliged to provide you with an insurance backed guarantee, to cover your installation from us should we cease to trade. The price we quote to you will include provision for such a guarantee for all FENSA registered installations.

By signing this contract, you are also consenting to your personal data being shared with third parties for the purposes of fulfilling the requirements of the Competent Person Scheme for self-certification (with FENSA) under the Building Regulations. Personal data includes title, name, address, phone and email numbers. This data will be used to provide essential documentation and will be retained on files for the lifetime of the guarantees which do not exceed 10 years

You may have many other questions surrounding our operations, such as how we handle complaints, the effect your new windows will have on your house in terms of heating and condensation etc. You can find the answers to these and many other questions, including more detailed information on our products and services on the FAQ page of our website.

*Only installations consisting of new windows or doors that are more than 50% glass are subject to this process.

Yours sincerely,

Sally Roberts
Director



"The Olympian Gold"
Be part of the winning team!

We at HARVEYS work at ways to help you through the window maze.

