



GLOBAL DOOR

The Innovation Centre, Venture Court, Queens Meadow, Hartlepool, TS25 5TG
Tel: 0800 56 77 406 Fax: 0800 56 77 409
Email: sales@globaldoor.co.uk Web: www.globaldoor.co.uk

Ombudsman Scheme Membership

Certificate

Dear Customer/Potential Customer,

The above business is an **Accredited Member** of The Double Glazing & Conservatory Quality Assurance Ombudsman Scheme (DGCOS). The scheme covers installers fitting: double glazing, conservatories, orangeries, roofline and associated products. All members have passed a **comprehensive vetting procedure**.

All Accredited Installers must, as a minimum:

- Provide DGCOS administrators with a minimum of 10 customer references (of installations carried out within the last 12 months) who can be independently approached for quality assurance purposes.
- Provide DGCOS administrators with a minimum of 3 supplier references who can be independently approached for quality assurance purposes.
- Provide DGCOS administrators with a copy of their current Health and Safety Policy.
- Carry minimum insurances of a) £5m Public Liability b) £10m Employers Liability.
- Provide every customer with a Written Contract (to include Terms and Conditions).
- Provide every customer with a Written Guarantee.
- Provide every customer with Deposit Protection Insurance (where a deposit has been taken).
- Provide every customer with an Insurance Backed Guarantee.
- Allow DGCOS Inspectors to inspect any installation deemed necessary.
- Allow DGCOS to send every customer a Satisfaction Questionnaire.
- Submit to the legal jurisdiction of DGCOS and the Ombudsman.

Accountability and Protection

In the event of a complaint the customer may request the involvement of The Ombudsman. DGCOS can then arrange for **free Mediation**, **free Independent Inspections** or ultimately **free Arbitration** by The Ombudsman. The Ombudsman's decision is final, **legally binding and enforceable** under the terms of the 1996 Arbitration Act. This provides you, the customer, with unparalleled protection.

For more information or to verify membership call DGCOS on:-
Telephone: 0844-324-9090 or visit www.dgc.org.uk

Richard Christie

RICHARD CHRISTIE
CHIEF EXECUTIVE OFFICER

Double Glazing & Conservatory
Quality Assurance Ombudsman Scheme



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Deposit Protection

Insurance

What is Deposit Protection Insurance?

You may be asked to pay a deposit when you place your order for double glazing, a conservatory, orangery, contemporary extension, garden room, doors, fascias or other associated products. This is normal practice for most installation companies as this helps safeguard them against manufacturing products they probably will not be able to use elsewhere should the customer cancel the order.

However, some people in the past have paid deposits only to find the company has ceased trading before the installation has begun. In these cases, often the customer loses their deposit and is in the unfortunate position of having to find another contractor and negotiate a new price and pay another deposit before the work can commence.

One way to eliminate this risk is to use a member of DGCOS and receive a Deposit Protection Certificate which will ensure you do not lose your deposit in the event of the installer ceasing to trade.

How Much of My Deposit Will The Policy Cover?

The policy will cover any deposit you pay in full to a maximum of 25% of the total contract price (the maximum deposit coverage is £50,000). Please ensure you receive a receipt from your installation company and the Deposit Protection Certificate (you should receive this direct from IWA within 7 days).

How Do I Make A Claim?

The Deposit Protection will last for 90 days after the date of payment of the deposit or upon completion of the contract whichever is the earlier. Larger projects, which may involve planning consent, are also covered and the 90 day period will be automatically extended on request.

To make a claim simply contact IWA (see below) in writing within 30 days of your knowledge that your installer has ceased to trade and provide suitable proof of payment, a copy of your insurance certificate and a copy of your contract with the installer.

IWA then have the option of either arranging the completion of the insured works at a further cost to you no greater than the outstanding balance (the outstanding balance is the difference between the original total contract price and the Deposit payment up to a maximum of 25% of the contract value) or refunding your deposit (at the discretion of the insurers).

Further Information

The above information is provided by IWA, 20 Billing Road, Northampton, NN1 5AW, who are authorised and regulated by the Financial Services Authority (Reg No. 305650).

For more information regarding this insurance, IWA can be contacted on:

Telephone: 0844-225-3299

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Insurance Backed

Guarantee

What is an Insurance Backed Guarantee (IBG)?

It is a policy issued by an insurance company to the owner of the property to underwrite an original guarantee provided by the installer. It only comes into force if the customer makes a claim on the installer's guarantee and the installer is no longer trading and therefore not in a position to honour the guarantee.

The insurance company then takes over the ownership of the guarantee and is obliged to honour any bona fide claims made on that guarantee for the remainder of the term subject to the terms of the policy.

Why Do I Need an IBG When The Installer Is Already Giving Me A Guarantee?

Thousands of contractors, large and small, cease to trade each year for a multitude of different reasons. Guarantee periods are mainly 10 years in this industry and much can happen to any business in that time, regardless of current stature. This is particularly true in today's volatile business environment. If your chosen installer were to cease trading you could be left with faulty goods, a guarantee of absolutely no value and a potential bill of thousands of pounds to rectify your problems.

Eliminate The Risk

This risk is overcome by using a DGCOS Accredited Member. IWA (the DGCOS approved supplier of insurance backed guarantees) are able to provide a specialist Insurance Backed Guarantee Policy to all customers of members of DGCOS. This protects your guarantee. This means that, should the member named above cease to trade, any bona fide claims under your guarantee will be honoured by the insurer.

Compulsory Requirement

It is a compulsory requirement that all members of DGCOS register every retail customer contract with DGCOS. Customers, therefore, have the guaranteed protection of an insurance backed guarantee.

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The DGCOS

Compensation Fund

Summary

In addition to DGCOS Insurance Guarantee Provider's protection of consumers' deposits and stage payments, all repayments ordered by the Ombudsman are backed by a Compensation Fund. *See below for details:-*

Why the need for a Compensation Fund?

Over a number of years, DGCOS research identified several areas within the double glazing and conservatory installation sector where consumers were potentially at risk of losing money or being disadvantaged.

DGCOS was created in order to address these problems by providing robust Ombudsman based processes to deal with customer complaints.

The Ombudsman has the power to make financial awards in connection with the determination of a complaint. These might be in relation to payment of compensation, costs or any other related matter such as (but not limited to) loss of deposits or stage payments (outside of those covered by DGCOS Insurance Guarantee Providers) or some other loss suffered by a consumer using a DGCOS member.

The DGCOS complaints procedure includes in appropriate cases, access to a Compensation Fund which can provide a discretionary payment in satisfaction of an Ombudsman's Award.

What is The DGCOS Compensation Fund?

The Compensation Fund exists to ensure that the beneficiaries of all Ombudsman awards receive any financial payment or compensation due to them as a result of the Award.

Upon joining The Scheme every trade member of DGCOS agrees to contribute to the Compensation Fund.

The trustees of the Fund hold these monies for use in support of the beneficiaries of the Ombudsman's Awards.

When is The Fund Used?

The Fund can be claimed upon should any payment due under an Ombudsman's award not be made in accordance with the terms of the Award.

The successful party must use its best endeavours to procure payment of any Awards by the other party but, as a last resort, may make an application to the Compensation Fund for discretionary payment in lieu.

All payments from the Compensation Fund must be authorised by the Ombudsman.

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Double Glazing, Conservatory & Roofline

Guarantee

DOOR GUARANTEE



HARDWARE MECHANICAL



FURNITURE FINISH



GLASS



INSTALLATION & WORKMANSHIP



Full terms & conditions can be viewed on our website
www.globaldoor.co.uk/terms.pdf

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