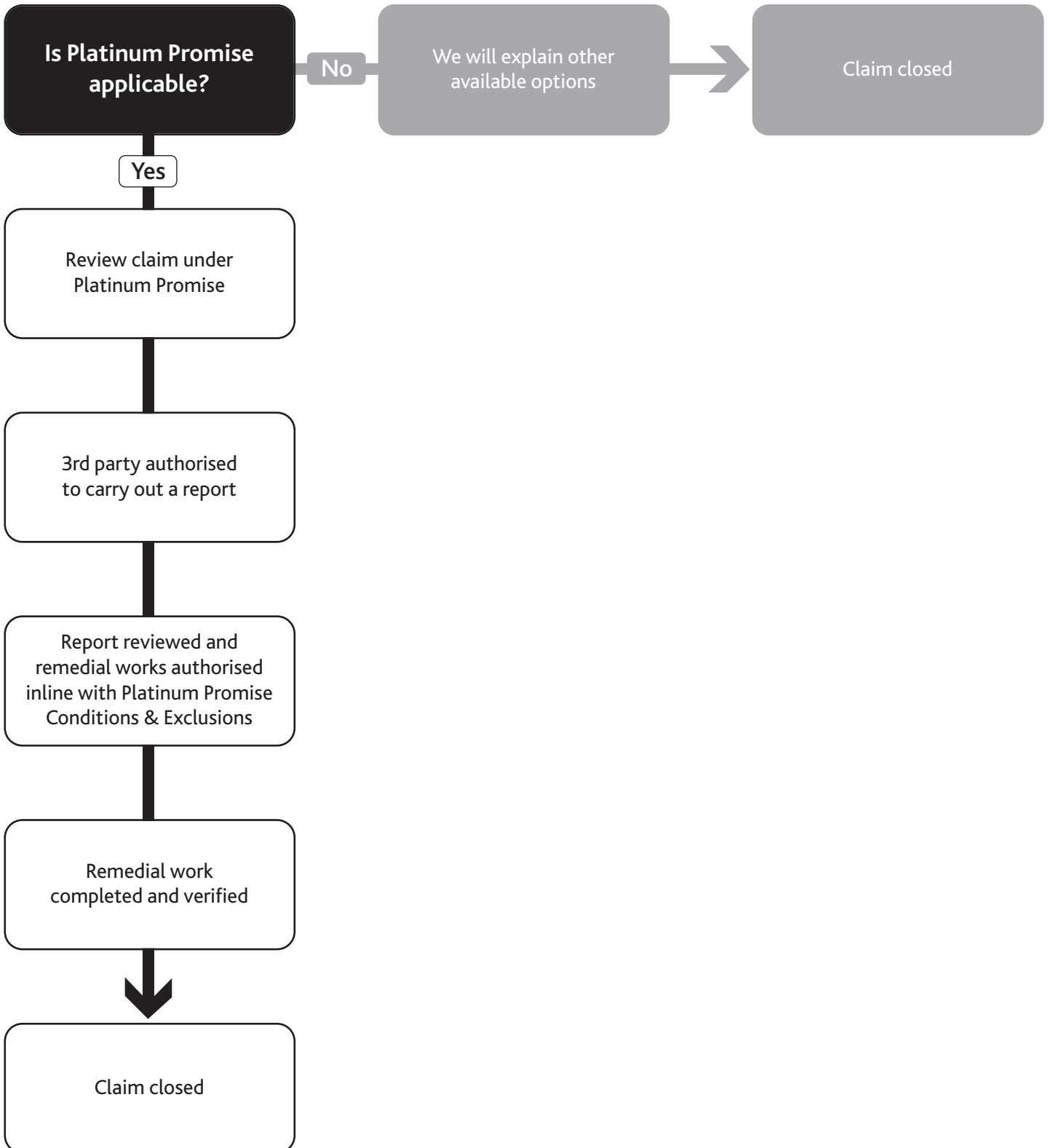


PLATINUM PROMISE

PROCESS, CONDITIONS AND EXCLUSIONS



Conditions & Exclusions

The Platinum Promise is subject to the following conditions & exclusions:

1. Confirmation the contractor has ceased trading
2. The Platinum Promise is only covered for domestic properties
3. Claims relating to lack of appropriate certification and or notification
4. Claims are limited to £25,000 or up to the evidenced paid value of the contract/invoice
5. If the work is older than six years old
6. If there is insufficient evidence to determine fault
7. If other warranties or complaint processes supersede those of NICEIC or ELECSA
8. The cost of rectifying any consequential damage associated with the claim such as plastering/ decorating/ making good
9. The cost of rectifying any work or elements of work which fall beyond the activities for which the installer was registered with NICEIC or ELECSA (scope of certification) at the time of installation
10. Any reduction in value or loss of enjoyment use, income, profit or opportunity inconvenience distress or any other kind of consequential or economic loss
11. Any breakdown failure or inefficiency of machinery, boilers, computers or any other equipment/products
12. Rectification of work required due to the use of defective, or inappropriate materials which were correctly installed
13. That part of any claim where NICEIC's or ELECSA's right of recovery is restricted by any contract
14. The cost of routine maintenance overhaul or modification or loss or damage arising there from
15. Loss caused by fair wear and tear, sunlight, storm or deterioration due to neglect in maintenance, shrinkage, dampness or condensation due to normal drying out or attributable to any central heating installation a non-existent or ineffective damp-proof course
16. Any loss liability damage or defect caused by any peril capable of being insured under a commercial liability property household or similar policy of insurance whether or not such insurance is effective or in force at the time
17. Any loss destruction damage liability or expense of whatsoever nature arising directly or indirectly from or in connection with war, terrorism, nuclear or radioactive contamination risks
18. NICEIC or ELECSA are required to appoint all 3rd parties to conduct remedial works, claims cannot be made retrospectively
19. NICEIC & ELECSA will not complete unfinished contracted work
20. Access must be provided by the claimant in a reasonable time frame. Should this not be granted we reserve the right to reject the claim
21. You must notify us in advance of any other claims being pursued in conjunction with Platinum Promise
22. In relation to an MCS installation, a MCS commissioning certificate must be provided before a claim can be accepted
23. NICEIC & ELECSA reserve the right to refuse to accept a claim at our discretion

If you are unsatisfied with our handling of the claim once a final decision has been determined, you can write to us at our head office address.