

CAVITY INSULATION GUARANTEE AGENCY

25 Year Guarantee Certificate

Installed Date: 29/02/2003

Guarantee: 03 12345678

Occupier: Mr & Mrs V Wise
Address: 23 Acacia Avenue
Ennys town
Westhampton
WH19 1JZ

Installer: Thermal Retention Services Ltd
5 Whitewater Business Centre
Moulton Keys
Rutland
RT1 9AK

Telephone: 01572 234765

The Guarantee

Period of Guarantee - 25 years from date of installation

The Cavity Insulation Guarantee Agency (CIGA) hereby guarantees that any defect in materials or workmanship in connection with the installation by the Installer of the cavity wall insulation in the above property shall be rectified without charge subject to the terms and conditions set out below.

Your Route to Total Satisfaction

In the event that you have a problem that you believe to be caused by a defect in materials or workmanship relating to the Cavity Wall Insulation installed by the Installer referred to above:-

1. Please check (as far as is practical) that there is no obvious cause for the problem, eg blocked gutters, blocked vents, cracked masonry.
2. **If this check does not resolve the problem, contact the Installer who performed the installation who will, where possible, rectify the defect.**
3. If the problem still remains unresolved, contact CIGA in writing at the address given below.
4. Following this contact, CIGA will arrange for the Manufacturer or System Designer to investigate the matter and where required instigate any necessary remedial work free of charge.

Conditions

1. All defects must be reported in writing to the installer as soon as practicable and CIGA must be informed if the matter is not resolved satisfactorily within two months of reporting to the installer.
2. The guarantee is not valid if the installation has been altered or disturbed after the installation was completed.
3. Your statutory rights are not affected by this guarantee.
4. The guarantee remains valid for subsequent owners of the property and/or, where the present occupant is only the lawful tenant of the property, for the benefit of the Landlord and the Superior Landlord of the property and their respective successors as well as the lawful successors of the said tenant.
5. Any claim under the guarantee must be notified (with appropriate details) in writing to CIGA within 25 years of the Installation date. If no such notification has been received by this date CIGA shall have no liability under this guarantee.
6. These conditions set out the entire financial liability of CIGA in respect of the guarantee. Save as set out herein CIGA's total liability (for rectification work or otherwise) under this guarantee shall in no event exceed £15,000. CIGA shall have no liability if the terms of this guarantee are not complied with nor for any indirect loss, damage, costs or expenses. Nothing in these conditions shall limit or exclude CIGA from any liability to the extent that such exclusion or limitation is prohibited by law.
7. Any dispute arising out of or in connection with this guarantee which cannot be settled by negotiation shall be referred to a single arbitrator to be agreed upon by the parties or, in absence of agreement within 21 days, to an arbitrator reasonably determined by CIGA and the decision of the arbitrator shall be final and binding on the parties.

CIGA

CIGA House, 3 Vimy Court, Vimy Road, Leighton Buzzard, Beds. LU7 1FG



In partnership with



energy saving trust™

IMPORTANT DOCUMENT – KEEP THIS CERTIFICATE WITH THE DEEDS TO THE HOUSE