

# Your Network VEKA Charter

The difference between a conventional PVC-U company and a Network VEKA member...



## Providing you with total security and peace of mind

Nearly 20 years after it was founded, Network VEKA, the original glazing industry trade organisation, retains the same high standards that have made it such a success story.

We can tell you how we earned our great reputation, how we only accept the best companies onto our books, and how they are continuously assessed to ensure those high standards don't slip.

Our goal, though, is to satisfy you, the customer, and we believe the best way to do that is to make it explicitly

clear, from the word 'go', what you can expect from your local Network VEKA member - not only during the installation but for the whole of the guarantee period.

That is what this Charter does, and what separates Network VEKA members from other PVC-U window, door and conservatory installers.

*It helps to have a guaranteed expert on your side...*



# We promise you:

Our Ten Year Insurance-Backed Guarantee\* on every Network VEKA registered installation

**...assuring you of complete peace of mind from the moment you request your guarantee**

Our Deposit and Stage Payment Protection Guarantee\*\* on every deposit paid and/or stage payment made on every Network VEKA registered installation, where your installer asks for a deposit or stage payments. (Be sure to complete and return your Deposit and Stage Payment Protection Guarantee request form).

**...backed by an insurance policy in our name**

Your installation company's own Product Guarantee, of up to ten years, that tells you exactly how your installation and its components are covered if it is maintained within the company's Terms and Conditions.

**...you wouldn't expect any less**

Every Network VEKA installer and surveyor is trained to our strict standards

**...ensuring every installation is up to our specification**

Every Network VEKA registered installation complies with all Building and Fire Regulations

**...keeping you on the right side of the law**

Every Network VEKA customer receives a confidential Customer Satisfaction Questionnaire

**...to make sure we know every member gets it right every time**

Every PVC-U frame in a Network VEKA registered installation is made using the extrusions from The VEKA UK Group

**...your assurance of world-beating quality at the heart of every frame**

Every PVC-U frame in a Network VEKA registered installation is manufactured by an approved Network VEKA manufacturer member

**...assuring you an unbroken chain of quality from factory to your home**

Every employee who visits you must carry a current Network VEKA Identity Card, with photograph

**...so you can be sure they are who they say they are**

Every member company has been vetted for financial stability before we even allow them to join Network VEKA

**...we make sure we trust them before we ask you to**

Want to know more?

**Visit [www.networkveka.co.uk](http://www.networkveka.co.uk)**

Customer Satisfaction is crucial to our organisation, it's what our reputation is built upon.

**Network VEKA collates feedback from every single customer, to see how good a job its members are doing.**

Filling in and returning your customer satisfaction questionnaire not only lets Network VEKA know how happy you are, but also activates your Insurance-Backed Guarantee.

**Be honest, our reputation is important to us!**

"I believe in the honesty and integrity of this organisation and its members."

**Steve Davis OBE**  
Network VEKA  
Brand Ambassador



For more information about the organisation and the guarantees that safeguard your home improvements, ask your Network VEKA member for a copy of the brochure.



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