



SMJ

A Livingston Company - Est 2008

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INSTALLERS CHARTER

APPROVED INSTALLERS are committed to upholding certain standards, which ensure that you and your home improvements are in safe hands. We've explained what it means to be 'Approved' below, so you can understand how the criteria for acceptance safeguard you as a valued customer:

- ✓ We only install high quality VEKA windows and doors that have been produced by an Approved Fabricator. Approved Fabricators also have to meet specific standards regarding the manufacture of their windows and doors before being accepted. This means you can trace the standard of quality through every stage of manufacture, right from raw materials.
- ✓ All the products we supply are CE Marked. This is a legal requirement – but you'd be surprised how many companies don't CE Mark their products. CE Marking shows that a product officially complies with all relevant European standards and is fit for purpose. This will 'future proof' your installation when it comes to selling your home.
- ✓ All our work meets Building Regulations. In the UK all installers must either register their installations with Building Control or self-certify their work through membership of a Self-Certification body – which indicates that they have passed a written test and in-depth installation inspection to become MTC Compliant (MTC stands for Minimum Technical Competencies). Either method shows that the work they carry out is in line with Building Regulations and demonstrates the company's competency to carry out installations like yours. In either case, you can rest assured that your home improvements are legal and recognised by the appropriate authorities – meaning no tiresome disputes if you come to sell your home!*
- ✓ We provide an Insurance-Backed Guarantee. This is another legal requirement that means that in the unlikely case of us unexpectedly ceasing to trade, your home improvements are still covered. Just another way that we can offer you peace of mind.*