

Your Security Guarantee



Yale Security Guarantee - Cylinders

Your new door from Anglian Home Improvements is fitted with a Yale Three Star Cylinder, therefore Yale are pleased to offer the following guarantee in addition to your Anglian Guarantee.

Terms

In the event of a burglary or break-in taking place at your home due to the failure of the Yale Three Star Cylinder, Yale offers you the following compensation, subject to the terms and conditions outlined below:

1. Up to £250 off any initial call out fee to a locksmith or other professional tradesman to secure the property, including any temporary security measures. Please pay the locksmith or other professional tradesman direct and then provide the original receipt to Yale and up to £250 will be reimbursed by cheque direct from Yale.
2. If the door requires repair or to be completely re-made and installed, Yale will arrange for Anglian Home Improvements to undertake this work, at no cost to you.
3. Yale will make a goodwill payment of £1,000 for the inconvenience and distress caused.
4. If following the break in, you make a claim for theft of property on your home insurance and this leads to an excess payment, Yale will pay the excess up to £1,000. Just provide a copy of the insurance claim form, plus a copy of a receipt showing payment of the insurance excess.
5. Yale will offer £500 to be spent at the Yale Shop. (Includes package and postage fees).

If a correctly maintained Three Star Cylinder covered by the Yale Security Guarantee fails during a break-in, Yale will issue the above payments within 30 days of the claim being approved.

In the event of a break in

- If the property is broken in to, please arrange for the property to be secured by an appropriate professional and obtain a receipt of the professional call out charges and any temporary security measures.
- Please ensure the damaged cylinder is retained for inspection.
- Call the police and obtain a crime reference number.
- Contact Anglian Home Improvements on 0800 988 9398 within 7 days and notify them of the break in and that you require a repair or replacement.

- Submit a written claim to Yale within 7 days of the break-in, including your crime reference number and the name and address of your installer to the following address:

Yale DWS
FAO: Marketing Department
School Street
Willenhall
WV13 3PW

Or alternatively email: info@yaledws.co.uk

- Notification of any claim must be made to Yale within 7 days of the break-in. Any supporting documentation must be supplied to Yale within 30 days of the break-in.
- Yale and Anglian Home Improvements will send a service engineer to visit the property within 10 working days of receiving your claim and will assess which components failed on the product during the break in and whether the terms and conditions have been met. Please provide access and cooperation in order for the service engineer to assess the claim, between Monday - Friday in the hours of 9:00 -17:00.

Installation Address:

Installation week ending date:

Yale Security Guarantee end date:





Conditions

The Yale Security Guarantee is only valid when the following terms and conditions are met in full:

The home must have been broken in to via forced entry as the result of failure of the Yale Three Star Cylinder.

The benefits of the Yale Security Guarantee only apply where entry is gained to the property through the failure of the Yale Three Star Cylinder covered by this guarantee.

If the break in to the property is judged to have occurred due to the failing of any other component (for example broken glass) none of the above benefits will be paid.

This guarantee shall not operate and will have no effect if the hardware has been incorrectly adjusted, maintained or operated.

The guarantee will not apply if the product has been subjected to abuse, vandalism, negligence or subjected to forces and stresses beyond recommended levels prior to the break in.

The guarantee will only be valid providing no modifications, repair or alteration has been made without approval.

Yale recommends that the cylinder is lubricated at least twice a year with lock graphite (or graphite pencil) – Apply this lubricant to the key only and work the key in and out of the cylinder a few times. Never apply lubricant directly into the cylinder as this may cause the internal pins to stick. The decision of the Yale and Anglian Home Improvements service engineers is final in respect of:

- (i) whether the door or window has been maintained according to care instructions
- (ii) whether any modification/repair has been made and
- (iii) whether entry has been gained through failure of the Yale Three Star Cylinder

When the break in occurred the door must have been securely closed and locked.

All claims are subject to the property being regularly occupied and furnished.

Commercial properties are excluded.

The claim and all supporting documentation must have been notified and submitted to Yale within the time limits noted above. Failure to comply with these time limits may invalidate the claim.

The guarantee is only transferable to a new owner if the Anglian Home Improvements guarantee is still valid and has been transferred to the new owner prior to the break in.

Includes the Yale Conexis Handle. (Where fitted, when damaged during a successful break-in).

Subject to the conditions above, this Security Guarantee is valid for 10 years.

Yale contact telephone number: 01902 366800
Monday - Thursday: 8.30am-5.00pm
Friday: 8.30am-3.00pm

**Please keep your Guarantee in a safe place.
Do not send it back to us.**

Anglian Home Improvements is a trading name of Anglian Windows Limited.
Registered office: Liberator Road, Norwich, NR6 6EU. Registered in England No. 2540020
Authorised and regulated by the Financial Conduct Authority, in respect of consumer credit and insurance mediation activities.

