



POLYFRAME PROTECTION PROMISE

Secured by Yale



Protect your home and family
even further with our range of
Yale security products at
www.yalestore.co.uk
available with 10% discount
as part of your Polyframe
Protection Promise,*
secured by Yale.



POLYFRAME PROTECTION PROMISE

The Polyframe Protection Promise* guarantee gives you total reassurance that your doors and windows have the highest levels of protection.

Register your Polyframe Protection Promise*
guarantee within 28 days of installation at
www.polyframe.co.uk/polyframeprotectionpromise
for added peace of mind.



Terms

We are pleased to offer you the following Polyframe Protection Promise guarantee.

In the event of a burglary or break-in taking place in your home due to the failure of Yale door or window hardware, Polyframe offers you compensation of up to £6,500, subject to the terms and conditions outlined below:

1. Up to £2,000 towards home insurance excess. In the unlikely event of a break-in, Polyframe will pay up to £2,000 towards your home insurance excess to make sure you're not left out of pocket.
2. £2,000 compensation. If a break-in is caused by a failure of a Yale component under attack, we'll do all we can to make it right. That includes paying £2,000 compensation to apologise for any distress caused.
3. Up to £2,000 towards repairs or replacements. Our products are always designed to stand the test of time. That's why, if a Yale component fails, we'll pay up to £2,000 towards repairs or replacements.
4. Up to £500 refund on call-out fees. You are fully covered if the worst should happen. We'll refund call-out fees to secure your home if a break-in occurs due to a failure of a Yale component.
5. In addition, by registering for your Polyframe Protection Promise you can enjoy a 10% discount code for use against Yale security products purchased online at www.yalestore.co.uk (Please note this discount does not apply to the fitting and installation charges, spare parts, clearance lines or package and postage fees.)

Polyframe 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 into, 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 hardware is retained for inspection, along with photographic evidence.
- Call the police and obtain a crime reference number.
- Contact the company that originally installed your doors and windows within 7 days and notify them of the break-in and that you require a repair or replacement.
- Please complete an online claims form at www.polyframe.co.uk/polyframeprotectionpromise within 7 days of the break-in and include your crime reference number, a copy of your insurance claims form, a receipt for any call-out charges plus a copy of a receipt showing payment of the insurance excess. Please also include photos and any supporting files such as CCTV.
- Polyframe will request for a Yale service engineer to visit the property within 10 working days of receiving your claim. The Yale service engineer will inspect which Yale components failed during the break-in and whether the terms and conditions of the Polyframe Protection Promise have been met.

Please provide access and cooperation in order for the Yale Technical Services Engineer to fairly assess the claim between 09.00-17.00, Monday - Friday. Please ensure there is someone over the age of 18 present during the inspection.

Conditions

The Polyframe Protection Promise is only valid when the following terms and conditions are met in full:

- The Polyframe Protection Promise guarantee must be registered at www.polyframe.co.uk/polyframeprotectionpromise within 28 days of installation.
- The home must have been broken into via forced entry through a PAS 24 door or window which is covered by the Polyframe Protection Promise.*
- The benefits of the Polyframe Protection Promise only apply where entry is gained to the property through the failure of a component covered by this guarantee.
- All window hardware (handles, hinges, hinge protectors, window lock and glass clips must be Yale components or approved by Yale). All door hardware (handle, cylinder, multi-point door lock, hinge, glass clips and TS008 letterplate) must be Yale components or approved by Yale.
- The Polyframe Protection Promise guarantee does not cover components from other suppliers other than Yale-approved components. If the break-in to the property is judged to have occurred due to the failing of any other component (for example broken glass), the guarantee will be invalid and none of the above benefits will be paid.
- The Polyframe Protection Promise will not apply if the goods have not yet been paid for in full (For example there is an outstanding balance for supply and installation).
- The door and window must have been fitted by an approved member of the 'Competent Persons Scheme' to find your MTC (Minimum Technical Competence) installer, please visit www.gov.uk

- This guarantee will be void if the door, window or Yale hardware component has been incorrectly fitted, adjusted, maintained or operated.
- The guarantee will not apply if the door, window or Yale hardware component has been subjected to abuse, vandalism, and negligence or subjected to forces and stresses beyond recommended levels prior to the break-in.
- The guarantee will only be valid providing no modifications, repairs or alterations have been made without prior approval.
- Yale recommends that your door and window hardware is lubricated at least twice a year, please ask your installer for advice on maintenance.
- The decision of the Yale service engineer and Polyframe is final in respect of:
 - » Whether the door or window has been maintained correctly
 - » Whether the door or window has been modified, repaired or altered without approval from Yale
- » Whether entry has been gained through the failure of a Yale component
- When the break-in occurred, the doors and/or windows must have been securely closed and locked. Windows must not be left in the night vent position.
- All claims are subject to the property being occupied and furnished.
- The guarantee is applicable to residential properties in the UK and Eire only.
- Commercial properties are excluded from the Polyframe Protection Promise.
- The claim and all supporting documentation must have been notified and submitted to Polyframe within the time limits noted above. Failure to comply with these time limits will invalidate the claim.
- The guarantee is non-transferable to a new owner if the property is sold.
- Subject to the conditions above, this Polyframe Protection Promise is valid for the lifetime of the Yale door and window hardware components. Lifetime is defined as the number of years that the product is reasonably expected to last, determined through standard industry

testing and taking into account frequency of usage, the length of times than the materials used to create the product are expected to last, and whether or not the product has seen more use that deemed to be acceptable.

Yale is pleased to partner with Polyframe to secure your home. Yale's promise to Polyframe is detailed in the terms and conditions of the Yale Lifetime Security Guarantee.

*The following Yale components are PAS24:2016 security tested and must be used as part of a complete PAS 24 door and/or window:
 Window Hardware:
 Yale Rapide Window lock or Yale Shootbolt Window lock
 Yale Window Hinge and Yale hinge protector

Door Hardware:
 Yale Lockmaster 21 multipoint door lock
 Yale Platinum 3 Star Cylinder or a Yale Superior 1 Star cylinder when fitted with a Yale cylinder guard

Register your guarantee at
www.polyframe.co.uk/polyframeprotectionpromise

Installer contact details:

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