

# South West uPVC

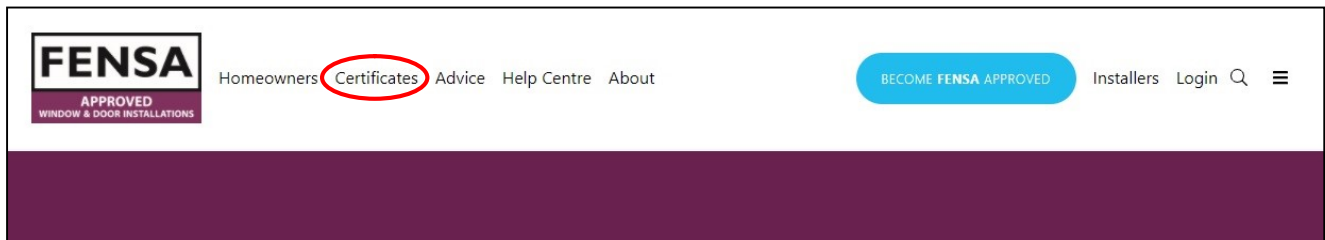
Alma Terrace, Gloucester. GL1 5PY. Tel 01452 311399 Fax 01452 311933 Web [www.swupvc.co.uk](http://www.swupvc.co.uk)

**Windows, Doors, Carports, Conservatories, Fascia, Guttering, Cladding & Kitchens**

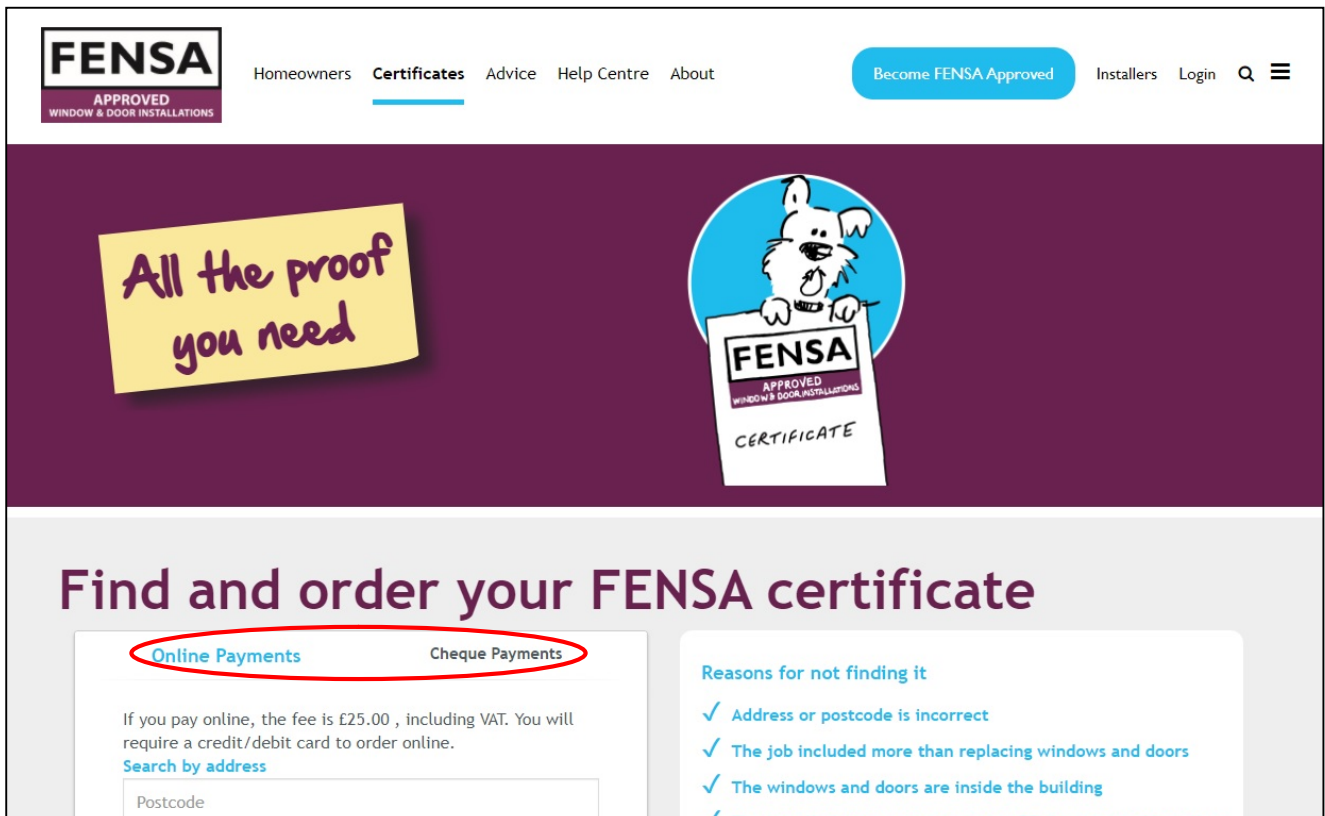
## FENSA Certificate Copy Procedure

### Process

1. We would have registered your products after installation.
2. FENSA would have sent a certificate and/or an offer of Insurance Backed Guarantee direct to you or the property owner soon after registration.
3. If the certificate is mislaid, a copy can be obtained for a small fee from FENSA
4. Go to: [www.fensa.org.uk](http://www.fensa.org.uk)
5. Click on the 'Certificates' button



6. Choose either 'Online Payments' or 'Cheque Payments' by clicking on your choice  
The 'Cheque Payment' option is more expensive than the 'Online Payments' and takes longer



Director: R. Colabella

Registered in England No: 2698108

Registered VAT No: 575 971 880

Registered Office: Fast-Fix House, Seymour Road, Gloucester. GL1 5PP.

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## FENSA Certificate Copy Procedure

### Continued

7. For 'Cheque Payments' follow the online instructions:

### Find and order your FENSA certificate

**Online Payments** **Cheque Payments**

If you do not wish to pay online for your replacement certificate, a cheque payment will be accepted. The cost of this service is £30.00, including VAT and an administration charge. Simply post a covering letter that includes the following information:

- Full company name and business address of the FENSA registered company
- Full name of the homeowner and address of where the installation took place, including postcode
- If the certificate needs to be posted to a different address than the one detailed above, please include this alongside the rest of the information and contact name


Once you have the information detailed above in a letter alongside the cheque, please post to:  
Attn: Operations, FENSA Ltd, Newspaper House, 40 Rushworth Street, London SE1 0RB

**Reasons for not finding it**

- ✓ Address or postcode is incorrect
- ✓ The job included more than replacing windows and doors
- ✓ The windows and doors are inside the building
- ✓ The installation company was not a FENSA Approved Installer at the time
- ✓ The installation company didn't notify FENSA when the job was complete

8. For 'Online Payments', fill in the 'Postcode' and 'House No/Name' and click 'Search'

*you need*



### Find and order your FENSA certificate

**Online Payments** **Cheque Payments**

If you pay online, the fee is £25.00, including VAT. You will require a credit/debit card to order online.

**Search by address**

Postcode

House No/Name

**Search**

**Search by FENSA Certificate Details (If Known)**

FENSA Cert ID No.

**Search**

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## FENSA Certificate Copy Procedure

### Continued

9. Click the 'Add to Basket' button for the certificate(s) you require

**Find and order your FENSA certificate**

Check/Reorder your FENSA certificate

We have found the following certificate(s) from your search:

Item(s): 0

Windows	Certificate Issued	Work Completed
Windows: 5	23/03/2015	13/03/2015
Windows: 2		

Reasons for not finding it

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10. Once all desired certificates have been selected by clicking on the 'Add to Basket' buttons, click 'Continue'

Windows: 2

Certificate Issued: 18/01/2016  
Work Completed: 08/12/2015

Search Again

Continue

11. Review the selection and click on 'Continue'

**Find and order your FENSA certificate**

Your FENSA certificate Basket

Certificate No	Installation Address	Action
		Remove

Search Again

Continue

Reasons for not finding it

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## FENSA Certificate Copy Procedure

### Continued

12. Fill out the 'Billing Info' and then click 'Continue'

**Find and order your FENSA certificate**

**Confirm Billing and Delivery details** Items: 1

Confirm Invoice and Delivery details  
Certificate ID(s)  Total: £25.00 inc. VAT

**Billing Info**  
Please enter the name and address to be invoiced or enter postcode and click on the magnifying glass.

How would you like to receive your certificate/s?

**IMPORTANT:** Certificates ordered online are sent without a covering letter. If you do use a solicitor's address please ensure that a name and/or reference number is noted in the address.

**Reasons for not finding it**

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13. Fill out the 'Card Details' and then click 'Pay Now'

**Order confirmation** Items: 1

PLEASE ENSURE YOU HAVE ORDERED THE CORRECT CERTIFICATE NUMBER(S), AS NO REFUND CAN BE GIVEN  
PLEASE NOTE: BOROUGH IT COLLECT PAYMENT ON BEHALF OF FENSA

Certificate ID(s) 10894219 Total: £25.00 inc. VAT

**Billing & Delivery Info**

Billing Details	Delivery Details
Ian Alma Terrace Gloucester Gloucestershire GL1 5PY ian@swupvc.co.uk 01452311399	Ian Alma Terrace Gloucester Gloucestershire GL1 5PY

**Card Details**

Name on card





Card Number

Expiry Date

Start Date (if used)

CCV / CCV2

We accept the following:

**Reasons for not finding it**

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