

# ***YOUR GUIDE TO OUR PLATINUM PROMISE***



***THE POWER TO MAKE YOUR HOME SAFER***



**LIFETIME**  
ELECTRICAL SERVICES LTD  
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## Having improvement works carried out in your home?

Choosing an NICEIC certified contractor can give you peace of mind. Your contractor not only meets the highest standards – your choice is backed up by the NICEIC Platinum Promise.

### What is the Platinum Promise?

Put simply, our Platinum Promise is a guarantee. If an NICEIC certified business carries out work that falls within their scope of certification but it turns out to be non-compliant – and they have ceased trading – then we will step in. At no extra cost to you, we will employ another business to rectify the non-compliant work. Subject to the Platinum Promise Conditions & Exclusions.



## How do I make a claim?

For us to consider your claim, you'll need to meet a couple of simple requirements.

Provide evidence that all other avenues have been explored, such as home insurance or other warranties.

- Provide sufficient evidence of the works carried out, such as certification, invoices, contracts, proof of payment etc.
- If you can meet the above requirements, please complete the complaints form and send with supporting evidence to [complaints@certsure.com](mailto:complaints@certsure.com). Alternatively, call us on 01582 539 036 if you have any further queries.

### A few important notes

- The NICEIC Platinum Promise is only applicable for work completed on domestic properties within the last six years.
- Claims are limited to the evidenced maximum contract/invoice value, up to a maximum of £25,000 for any one contract.
- If your complaint requires immediate action you may wish to consider an alternative route, as we're not able to provide an 'emergency service' response.
- You must provide clear evidence of non-conformities relating to the work before a claim can be accepted.
- Claims associated to maintenance or lack of certification/ notification are the responsibility of homeowners and will not be accepted.

**Please see further details on our Platinum Promise process and exclusions at [www.niceic.com/find-a-contractor/platinum-promise](http://www.niceic.com/find-a-contractor/platinum-promise)**

Note 1: The above Terms and Conditions are also applicable on installations completed by an ELECSA certified business carried out between 30 May 2016 up to and including 31 May 2022