



MACO Secure Plus - Terms & Conditions

Important Information

What these terms cover? These terms apply to the Secure Plus Guarantee Scheme (“the Guarantee”). Please read these terms carefully before you register for the Guarantee.

How to contact Us? If you have any queries concerning the Guarantee, please write to MACO Secure Plus, PO Box 348, Sittingbourne, Kent ME10 3DG or call 01795 433900.

Fees? There is no charge for registering for the Guarantee but please note that some fees may apply to certain benefits of the Guarantee. These are set out below. If you have any queries in relation to these fees please contact Us.

The Guarantee

The Guarantee is only valid when the following terms and conditions are met in full. **Failure to comply with these terms will invalidate the Guarantee:**

- The Guarantee registration form must be fully completed either:
 - online at www.macosecureplus.co.uk, within 21 days of the doors or windows being fitted by a MACO approved installer (“**Approved Installer**”), or
 - delivered to MACO Secure Plus, PO Box 348, Sittingbourne, Kent ME10 3DG within 21 days of the doors or windows being fitted by an Approved Installer.
- All doors must be closed and locked and any keys removed.
- Windows must be in the fully closed position with the locking mechanism engaged and locked and keys removed, windows that have been left in the night vent or tilt position will not be covered under this Guarantee.
- Your windows and doors must have been installed by an Approved Installer and adjusted correctly in accordance with MACO Secure Plus products installation instructions. If you have any doubts relating to the products or installer please contact MACO Secure Plus.
- Windows and doors must not have been modified, repaired or altered in any way after installation. Any works required after installation must be carried out by an Approved Installer, including any adjustments needed.
- MACO Secure Plus is only available for residential properties in the UK and Eire. Commercial properties are excluded from this Guarantee scheme.
- The Guarantee only applies if a break-in occurs due to forced entry and component failure within the unit. This Guarantee does not include the breakage or removal of the glass or glazing infill or the failure of the profile system.
- You must return to your original Approved Installer for replacement products. Should this not be possible, in order to comply with this Guarantee you should contact MACO Secure Plus, we will assist by finding another Approved Installer.



- The products installed must have been correctly maintained and lubricated in accordance with the MACO recommendations (care and maintenance instructions will be handed to you by your installer on completion of the installation or they can be downloaded from www.macosecureplus.co.uk). If it is found that the hardware has not been properly maintained, then the Guarantee will be void.
- Any hardware component that is showing signs of surface coating corrosion, that may affect the security performance of the window or door, must be replaced with MACO original fittings by a suitably qualified person, failure to do so will result in your Guarantee being void.
- Fittings that may affect the security performance of the window or door must be regularly inspected to ensure that they are firmly fixed. Where necessary they should be tightened by a suitably qualified person.
- Damaged windows and doors must be made available for inspection by Us when required.
- Any claim must be clearly made to Us within 7 days of the break-in and any/ all necessary documentation should be supplied to Us with 30 days of the break-in. No claim can be dealt with after this 30 day period.
- Multiple claims on one property may not be accepted under the terms of this Guarantee. This is at Our sole discretion.
- This Guarantee is valid for 10 years from the date of your installation registration and guarantees the property and not the homeowner, allowing for the Guarantee to be transferred over to the new owner of the property. It may not be used on another property from the original registered property.
- If the goods supplied have not yet been paid for in full, then the Guarantee will not be available. This includes the installation of the windows and/ or doors.

To access and claim for up to £1000 excess cover and £1000 towards replacement, the following terms and conditions must additionally be met in full:

- MACO Secure Plus must be notified with a written claim of the incident within 7 days of the occurrence to inform Us of the claim. The Crime Reference Number must be included.
- You must contact your installer within 7 days of the break-in to notify them of a claim.
- A MACO engineer will need to assess the property and/ or the damaged window or door to determine the type of break-in, i.e. through the glass, failure of hardware, etc. Access must be provided by the home owner in order for the engineer to assess the claim, between Monday and Friday between the hours of 9:00 – 17:00. Any abusive or threatening behaviour to the engineer will result in cover under the Guarantee being withdrawn.
- If the terms of the Guarantee are met the following may be claimed:
 - Up to a maximum of £1000 will be paid, to the original window and door supplier, towards the replacement of the window or door, only if the service engineer deems that the hardware has been properly fitted, adjusted and maintained and that the break-in occurred due to a failure of the MACO approved hardware. **MACO UK will pay the sum directly to the supplier.**
 - Up to a maximum of £500 towards the building and up to a maximum of £500 towards the contents insurance, will be paid to the homeowner to compensate for the cost of the building and contents insurance excess incurred. This can only be



claimed once MACO UK have received a copy of the insurance claim relating to the break-in, plus a copy of a payment receipt showing their payment of the insurance excess. Up to a maximum of £1000 combined will be paid out via a cheque to the homeowner.

Key Holding Service and Alarm Response Call Out

- The key holding service is provided to the homeowner through Facilitas who can be contacted at 0844 977 1234 www.facilitas-group.com
- Facilitas is an independent company and MACO only provide the introduction to their services. MACO will therefore not be responsible for any claims related to the key holding and alarm response services.
- **The annual fee for key holding will be £150 to MACO Secure Plus customers only** (normal price £300) who will then have access to a 24 hour control room and supervisors on call and on duty.
- **A call out fee will be charged** for a uniformed guard to come to the homeowners property and assess the property should an alarm go off. This will be charged at **£30 per call out** (to MACO Secure Plus customers only, normal price £40), that **includes the first half hour on site and £14 per hour after that** if the homeowner requires the guard to remain there for any reason.
- The guard will respond to the call and arrive on the premises as soon as possible. This may however, allow for a maximum of 4 hours for the guard to arrive on the premises due to national coverage and individual circumstances.

Savings on Home Insurance

- The possible savings on your home insurance will be provided through an independent insurance broker called Aston Scott Group Limited.
- The savings will be made available when you reference your MACO Secure Plus CNR number, (only available once registered to MACO Secure Plus) at the time of quoting. MACO do not guarantee that any savings will be made.
- MACO has no involvement in any quotes provided to the homeowner, which is between the homeowner and Aston Scott Group Limited. Any and all queries regarding quotes should be directed to Aston Scott Group Limited - www.astonscott.com/contact-us

Lost Key Return & Locksmith Callout

- The lost key return service is provided by an independent company KeyCare Limited and available at a discounted rate to MACO Secure Plus members only.
- **Standard Recovery & Assistance is available at £12 per annum**, discounted from £15.
- Homeowners can **choose to upgrade** from the standard option and opt for the fully insured product for just **£20 per annum**, allowing for protection £1500 cover.
- The homeowner will receive a branded fob to attach to their keys.



- A £10 reward will be paid to the finder of your keys (paid by KeyCare).
- Should the homeowner lose their keys and the keys are not found, they will have access to KeyCare's 24 hour nationwide network of locksmiths to attend the incident and sort the problem. Please note, this will be paid for by the homeowner and not KeyCare or MACO and the £1000 replacement cover does not include destructive entry by locksmiths called out to the property.
- Keys with the MACO Secure Plus/ KeyCare fob attached, are covered anywhere in the EU.

Personal Information: If you have agreed during registration, your details will be held and used by Us to provide customer service information and for other marketing purposes. We will disclose your information to our associates for these purposes only. If you do not wish to receive further mailings, please contact Us. As part of the Guarantee we may supply personal information provided to Us by You to third party providers of the Guarantee benefits solely for the purpose of delivering or progressing the Guarantee benefits.

Fraud: All benefits under the Guarantee are void if a fraudulent declaration or claim is made.

Transfer: We are free to transfer our rights and obligations under this Guarantee and to have third parties carry out our obligations.

Which laws apply to the Guarantee? These terms and the Guarantee are governed by English Law. The Guarantee does not affect your statutory rights.