

## GUARANTEE

The products and services you have recently purchased from one of our 'Authorised Dealers' are protected by this "No Quibble" Guarantee based on the terms and conditions listed on the rear of your order and highlighted below. Please note that this warranty is transferable to new owner/s of the property listed on this guarantee subject to the new owners accepting the terms and conditions listed on the back of the original order form; and by notifying the 'Authorised Dealer' in writing (post or by email) within two months from the date of occupation.

### GLASS

If within **TEN YEARS** from the date of installation any double or triple glazed unit is, through faulty manufacture or installation, affected by any material or visual obscuration due to condensation or foreign particles within the cavity, we will supply and install a replacement unit of the same or superior quality.

### PVC | ALUMINIUM | COMPOSITE, DOORS | PATIO DOORS | FRENCH DOORS | BI-FOLD DOORS

If within **TEN YEARS** from the date of installation any composite, PVC or Aluminum door is, through faulty manufacture or installation, affected by any material failure or visual obscuration due to condensation or foreign particles within a glazed cavity, we will rectify the failure, when possible by way of a repair, or, when a repair isn't in our opinion possible, supply and install a replacement door of the same or superior quality.

### PVC & ALUMINIUM WINDOWS

If within **TEN YEARS** from the date of installation any PVC or Aluminum window is, through faulty manufacture or installation, affected by any material failure or visual obscuration due to condensation or foreign particles within a glazed cavity, we will rectify the failure, when possible by way of a repair, or, when a repair isn't in our opinion possible, supply and install a replacement window of the same or superior quality.

### HANDLES, LOCKS, HINGES, FRICTION STAYS & ROOF LINE PRODUCTS

If within **TWO YEARS** from the date of installation any Roof Line Products, Handles, Locks, Hinges, Friction Stays or other hardware product is, when supplied and installed in isolation of a window or door, i.e. supplied as a replacement to an existing window or door; through faulty manufacture or installation, affected by any material failure, we will rectify the failure, when possible by way of a repair, or, When repairs aren't in our opinion possible, supply and install a replacement of the same or superior quality.

### EXCLUSIONS

- Malicious or willful damage
- Accidental damage
- Products not maintained In accordance with the instructions laid down in the Glass & Glazing Federation's Glazing and Maintenance Manuals
- Glazed units displaying the optical phenomenon, occasionally seen as interference colour bands and known as "Brewster's Fringes"