



White Profile Product Guarantee



White Profile Product Guarantee

VEKA plc strives through industry-leading engineering and manufacturing techniques to produce the highest quality PVC-U white profile product (the "Product") designed to perform consistently in accordance with our customers' expectations. We rigorously apply testing and quality control throughout the process to ensure the VEKA plc profile maintains this consistently high performance level. We are very confident in the Product and would like to offer customers that have purchased the Product from us directly (the "Customers") the guarantee outlined below (the "Guarantee").

Term

Subject to the terms of this Guarantee, we are pleased to offer Customers a 10 year guarantee for the Product, such guarantee to begin upon the date of extrusion. If it is necessary to repair or replace Products that are found to be defective, any such repair or replacement will not extend the duration of this Guarantee but the repaired or replacement Products will be guaranteed for the remainder of the 10 year period.

This Guarantee extends only to Products that are within the PVC-U white profile range for use in the United Kingdom and Ireland at the date of this Guarantee (unless agreed otherwise by VEKA plc in writing). Composite door substrate profiles are excluded from this guarantee.

Extent of Guarantee

The benefit of this Guarantee is limited to Products that are found by VEKA plc to be faulty as a result of:

- any defect or discolouration that arises solely as a result of defective workmanship by VEKA plc or defective materials supplied by VEKA plc;
- any non-conformance of the profile shape, dimensions and specified tolerances of the Products with drawings provided by VEKA plc to the Customer prior to the Products being sold to the Customer;
- failure of the material supplied in the Products to be both consistent and resistant to the effects of weathering in accordance with established test procedures as outlined in British Standard BS EN 12608: 2003: Unplasticised polyvinylchloride (PVC-U) profiles for the fabrication of windows and doors – classification, requirements and test methods;
- failure of the Product to be colourfast in accordance with the British Standards methods of measurement current at the time the Products are extruded;
- the Product falling below 3 on the 'Grey' Scale of ISO 105-A02.

Notification Procedure

Should the Customer become aware of a defect in the Products that it considers is covered by this Guarantee, or at the time that a Customer reasonably ought to be aware of the defect, then the Customer must:

1. promptly supply VEKA plc with written particulars of such claimed defects (and in any event no later than 3 days from discovery or from when the defect reasonably ought to have been discovered); and
2. provide all necessary access and other reasonable facilities and information required to enable VEKA plc to ascertain or verify the nature and cause of the defect claimed, by way of a site inspection and report to be carried out by a qualified representative of VEKA plc.

Should the site visit from VEKA plc fail to support the Customer's claim, then the Customer shall reimburse VEKA plc, on demand, for its reasonable costs in carrying out the site visit and preparing the report.

Repair or Replacement

Where VEKA plc is satisfied, following a site inspection and report, that any defect in the Product is covered by the terms of this Guarantee, VEKA plc will repair or, at its option, replace any defective Products. Should VEKA plc choose to repair or replace defective Products, VEKA plc shall not be responsible for any installation costs. In respect of any replacement to a Product, where an identical replacement product is unavailable, then an alternative of the same or higher specification will be provided.

Restrictions of Guarantee

The Customer recognises that the Products are supplied in accordance with the Customer's processing conditions as notified to VEKA plc prior to the time of delivery. Should the Customer make any changes to materials or processes that could have a negative bearing on the performance of the Product, the Customer shall be deemed to be doing so at his own risk and VEKA plc shall be released and absolved from this Guarantee.

This Guarantee shall not apply to any defect in a Product which results, in VEKA plc's reasonable opinion, from:

- any use of the Products that is not consistent with their 'normal' use, as envisaged by VEKA plc;
- normal wear and tear;
- accidental damage, damage by misuse, or damage resulting from assembly or installation;
- Products being cleaned with materials other than mild detergent and water.

Furthermore, this Guarantee does not cover Products:

- for which VEKA plc has not received payment in full;
- that have been supplied or installed outside of the United Kingdom or the Republic of Ireland;
- that have not been installed in accordance with British Standard BS8213-4;
- that have not been stored or treated in accordance with VEKA plc's recommendations at fabrication as set out in VEKA plc's fabrication manual.

In the event of any defect in, or failure of, the Product, or in the event the Product fails to perform as represented or expected, VEKA plc's sole and exclusive obligation is to repair or replace the Product subject to the limitations set out in this Guarantee and VEKA plc shall have no other liability in relation to a defective Product.

In the event that any provision of this Guarantee or the application thereof is, to any extent, held invalid or unenforceable, then the other provisions of the Guarantee shall remain in full effect.

This Guarantee shall be construed and interpreted in accordance with English Law and shall be subject to the jurisdiction of the English Courts only. This warranty does not affect the statutory rights of the Customer when acting as a consumer.

Laminate Products Guarantee

VEKA plc strives through industry-leading engineering and manufacturing techniques to produce the highest quality PVC-U profile laminated product (the "Product") designed to perform consistently in accordance with our customers' expectations. We rigorously apply testing and quality control throughout the process to ensure that the VEKA plc profile maintains this consistently high performance level. We are very confident in the Product and would like to offer customers that have purchased the Product from us directly (the "Customers") the guarantee outlined below (the "Guarantee").

Term

Subject to the terms of this Guarantee, we are pleased to offer Customers a 10 year guarantee for the Product (any non-stock or special laminated products to be guaranteed for between 7.5 to 10 years as determined by VEKA plc), such guarantee to begin upon the date of lamination. If it is necessary to repair or replace Products that are found to be defective, any such repair or replacement will not extend the duration of this Guarantee but the repaired or replacement Product will be guaranteed for the remainder of the 10 year period (or between 7.5 and 10 years as appropriate if non-stock or special).

This Guarantee extends only to Products that are within the PVC-U laminated product range at the date of this Guarantee (unless agreed otherwise by VEKA plc in writing) and which are laminated by VEKA plc.

Extent of Guarantee

The benefit of this Guarantee is limited to Products that are found by VEKA plc to be faulty as a result of:

- any defect or discolouration that arises solely as a result of defective workmanship by VEKA plc or defective materials supplied by VEKA plc;
- failure of the Products to meet the requirements of BS7722:2002 (surface-covered PVC-U profiles for windows and doors specification);
- any non-conformance of the profile shape, dimensions and specified tolerances of the Products with drawings provided by VEKA plc to the Customer prior to the Products being sold to the Customer;
- failure of the Product to be colourfast in accordance with the British Standards methods of measurement current at the time the Products are sold to the Customer;
- the laminate falling below 3 on the 'Grey' Scale of ISO 105-A02;
- the Product not being colourfast to din reference 54001 in accordance with the British Standards method of measurement current at the date that the Product is sold to the Customer.

Notification Procedure

Should the Customer become aware of a defect in the Products that it considers is covered by this Guarantee, or at the time that a Customer reasonably ought to be aware of the defect, then the Customer must:

1. promptly supply VEKA plc with written particulars of such claimed defects (and in any event no later than 3 days from discovery or from when the defect reasonably ought to have been discovered); and
2. provide all necessary access and other reasonable facilities and information required to enable VEKA plc to ascertain or verify the nature and cause of the defect claimed, by way of a site inspection and report to be carried out by a qualified representative of VEKA plc.

Should the site visit from VEKA plc fail to support the Customer's claim, then the Customer shall reimburse VEKA plc, on demand, for its reasonable costs in carrying out the site visit and preparing the report.

Repair or Replacement

Where VEKA plc is satisfied, following a site inspection and report, that any defect in the Product is covered by the terms of this Guarantee, VEKA plc will repair or, at its option, replace any defective Products. Should VEKA plc choose to repair or replace defective Products, VEKA plc shall not be responsible for any installation costs. In respect of any replacement to a Product, where an identical replacement product is unavailable, then an alternative of the same or higher specification will be provided.

Restrictions of Guarantee

The Customer recognises that the Products are supplied in accordance with the Customer's processing conditions as notified to VEKA plc prior to the time of delivery. Should the Customer make any changes to materials or processes that could have a negative bearing on the performance of the Product, the Customer shall be deemed to be doing so at his own risk and VEKA plc shall be released and absolved from this Guarantee.

This Guarantee shall not apply to any defect in a Product which results, in VEKA plc's reasonable opinion, from:

- any use of the Products that is not consistent with their 'normal' use, as envisaged by VEKA plc;
- normal wear and tear;
- any use or installation of the Products that has not been carried out with due consideration to heat gain or thermal movement and/or has not been aligned with VEKA plc guidelines;
- accidental damage, damage by misuse, or damage resulting from assembly or installation;
- Products being cleaned with materials other than mild detergent and water;
- exposure of the Products to sustained temperatures of greater than 50°C.

Furthermore, this Guarantee does not cover Products:

- for which VEKA plc has not received payment in full;
- that have not been aligned in accordance with VEKA plc's guidelines in relation to such current at the time of aligning;
- that have been supplied or installed outside of the United Kingdom or the Republic of Ireland;
- that have not been installed in accordance with British Standard BS8213-4;
- that have not been stored or treated in accordance with VEKA plc's recommendations at fabrication as set out in VEKA plc's fabrication manual.

In the event of any defect in, or failure of, the Product, or in the event the Product fails to perform as represented or expected, VEKA plc's sole and exclusive obligation is to repair or replace the Product subject to the limitations set out in this Guarantee and VEKA plc shall have no other liability in relation to a defective Product.

In the event that any provision of this Guarantee or the application thereof is, to any extent, held invalid or unenforceable, then the other provisions of the Guarantee shall remain in full effect.

This Guarantee shall be construed and interpreted in accordance with English Law and shall be subject to the jurisdiction of the English Courts only. This warranty does not affect the statutory rights of the Customer when acting as a consumer.



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