



## FIVE YEAR GUARANTEE FOR FLUSH EDGE SEALED DOUBLE GLAZED UNITS

### INTRODUCTION

In the interests of certainty and clarity the following should be explained:-

The Guarantor will be referred to in the Terms & Conditions listed below as "we".  
The Customer will be referred to in the Terms & Conditions listed below as "you".

This Guarantee becomes valid when all outstanding balances have been paid.

### TERMS & CONDITIONS

If within five years of the date of original supply this guarantee shall be limited to the replacement of any double glazed unit which the seller at its entire discretion shall regard as defective, and shall in no event include the cost of replacement fitting, handling or storage of the relevant unit or units or any consequential loss arising from the act of replacement or other wise, **subject to the following conditions:-**

1. You must notify us of any claim under the terms of this guarantee within 28 days of discovery of the fault and we recommend that notification is by recorded delivery letter sent direct to our head office (address above) with an accompanying copy of the Invoice or Installation date. You must allow us to inspect and rectify the fault without delay.
2. In the case of repair or replacement, the period of guarantee shall extend up to the limit of the original guarantee or for twelve months from the date of replacement whichever is later.
3. This guarantee does not extend to:-
  - a) any damage or fault which arises due to misuse, neglect or lack of maintenance by you or from causes beyond our control (for example; fire, flooding, civil disturbance, criminal damage and acts of war)
  - b) the modification removal and/or re-positioning of any part of the installation without our knowledge and our approval.
  - c) charges arising from inspection, repair or replacement of faults arising from causes as referred in 3a) and b) above.
  - d) failure to carry out adequate cleaning and/or maintenance in accordance with any instructions given by us.
  - e) minor imperfections within the glass and outside the scope of the visual quality standard of the Glass & Glazing Federation.
  - f) Surface condensation other than between the panes of glass.
  - g) Any claim(s) for unforeseen damage or loss of whatever nature which arises from failure from any part of the installation.
4. If you sell the property in which this installation has been carried out then we will, on request, transfer the unexpired part of this guarantee to the new owner. We reserve the right to inspect the installation and also to consider any change in the property's use prior to agreeing to a transfer of guarantee, for which a fee may be charged.
5. "Despite the rights set out above, your statutory and common law rights remain unaffected".