

Product Warranties

Doors

Doorstop

WARRANTIES

10.1 Subject as expressly provided in these Conditions, all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

10.2 The Company warrants that (i) on delivery in accordance with Condition 6 the Goods will be of satisfactory quality and in accordance with its Specification and be free from material defects in design, material and workmanship; and (ii) it shall provide any services relating to the provision of the Goods using reasonable skill and care.

10.3 The Company further warrants that, for a period of 5 years from the date of delivery in accordance with Condition 6 and subject always the Goods being handled, stored and applied in full compliance with any guidelines that are issued by the Company its white PVC-U profiles and woodgrain foils shall maintain (i) colour stability (ii) impact strength and (iii) shape retention.

10.4 10.4 Subject to Condition 10.5, the Company warrants that, for a period of 10 years (except for the Darkwood and Oak finish which will be 5 years) from the date of manufacture, its composite door, door set and door slab for domestic use as follows: (i) will not fade outside accepted tolerances contained within GRS (Grey Scale Rating) 3-4 according to BS EN ISO 11341 for paints and varnishes; and (ii) in respect of door leafs only (ii) in normal use the doors will not crack, chip, blister, flake or peel. Thermal Movement will occur as with UPVC and Timber products and is normal, as the product will revert back to within its natural flat plane tolerance as long as the installation guide lines are observed. Subject to Condition 10.5, liability for Thermal Movement is therefore excluded.

10.5 In relation to Goods comprising the Company's slabs and prepped door slabs (being Goods comprising doors which are not full door sets), the Company only warrants that the same will be covered by the warranty given at Condition 10.4 above in relation to Thermal Movement if the Customer has fitted an approved reinforcement strip to the relevant Goods (such reinforcement strip can be purchased from the Company by the Customer if required).

10.6 Subject to the provisions of this Condition 10.6 the Company warrants that (i) for a period of 5 years from the date of manufacture for those part of the Goods which are hardware (including door hinges, lock sets, handles) and (ii) for a period of 10 years from the date of manufacture, its stainless steel furniture and ERA Vectis locking system, shall continue to function satisfactorily. These warranties shall not apply where handles, hinges and locking system have been subjected to stresses and operating forces beyond recommended levels as stipulated by the GGF guidelines and British Standards Code of Practice.

10.7 The Company warrants that, for a period of 10 years from the date of manufacture, its composite door glass units will be free from (i) obstruction of vision arising from deposition of moisture or deterioration of inner glass, subject always to such units being maintained in accordance with any guidance provided by the Company. This warranty excludes any breach caused by (i) undue impact or any neglect; (ii) misuse; (iii) faulty installation; (iv) building subsidence; (v) wilful or neglectful damage or excessive wear and tear; (vi) modifications/alterations made post installation; (viii) any Act of God.

10.8 If the Goods supplied by the Company are not in accordance with Condition 10.2 above, the Customer should notify the Company within 72 hours of delivery by telephone (followed by confirmation in writing within 48 hours of the initial telephone notification), in writing or via the Company's web notification facility within 7 days of delivery or as soon as reasonably practicable in respect of Conditions 10.3 to 10.7 inclusive. The Company may, within 15 days of receiving such notice inspect the Goods; the Customer, if so required by the Company, shall take all steps necessary to enable the Company to do so.

10.9 Where any valid claim in respect of a breach of warranty given under Conditions 10.2 to 10.7 inclusive the Company shall be entitled at the Company's sole discretion to: (i) repair or replace the Goods (or the part in question) free of charge; or, or (iii) refund to the Customer the price of the Goods (or a proportionate part of the price), and in each case, the Company shall have no further liability to the Customer. In UK Mainland only, any repaired or replaced Goods shall be delivered free of charge to the premises of the Customer (as agreed by the Customer and at the reasonable convenience of the Company) or outside of UK Mainland, be made available to the Customer for collection from the Customer's premises.

10.10 All Goods returned to the Company pursuant to this Condition 10 and under the Replacement items and Credit on Returns policy shall be in accordance with Condition 19. The terms of these Conditions shall apply to any repaired or replacement Goods supplied by the Company under Condition 10.9.

Solidor

5. QUALITY

5.1 Subject to Clauses 5.3 and 5.6, the Supplier warrants that on delivery the Goods shall:

5.1.1 conform in all material respects with their description and any applicable Specification;

5.1.2 be free from material defects in design, material and workmanship; and

5.1.3 be fit for any purpose held out by the Supplier.

5.2 Subject to Clauses 5.3 and 5.6, the Supplier warrants that all doors, door frames, glass and high security locking systems that comprise the Goods or part of the Goods shall for a period of 10 years from the date of delivery:

5.2.1 conform in all material respects with their description and any applicable Specification;

5.2.2 be free from material defects in design, material and workmanship; and

5.2.3 be fit for any purpose held out by the Supplier.

5.3 The warranties at Clauses 5.1 and 5.2 shall only apply to Goods (or component parts of Goods) that are manufactured by the Supplier. If any Goods (or component parts of Goods) are not manufactured by the Supplier, the Supplier will use reasonable endeavours to pass on to the Customer the benefit of any applicable manufacturer's warranty, provided that the Supplier's liability in respect of any such Goods (or component parts of Goods) shall be limited to such amounts as the Supplier is able to recover from the relevant manufacturer.

5.4 Where the Customer adapts or modifies the Goods or combines them with other goods not supplied by the Supplier:

5.4.1 the Supplier shall use all reasonable care and skill in undertaking the same; and

5.4.2 the warranties at Clauses 5.1 and 5.2 shall not apply to, and the Supplier shall have no liability to the Customer in respect of, any defect or deterioration that can be reasonably attributed to the adaptation or modification of the Goods or their combination with other goods not supplied by the Supplier.

5.5 Subject to Clause 5.6, if:

5.5.1 the Customer gives notice in writing to the Supplier within a reasonable time of delivery that some or all of the Goods do not comply with the warranty set out in Clause 5.1 & 5.2

5.5.2 the Supplier is given a reasonable opportunity of examining such Goods (time being not of the essence in this regard); and

5.5.3 the Customer (if asked to do so by the Supplier) returns such Goods to the Supplier's place of business at the Customer's cost, the Supplier shall, at its option, repair or replace the defective Goods, or refund the price of the defective Goods in full.

5.6 The Supplier shall not be liable for Goods failure to comply with the warranty set out in Clause 5.1 & 5.2 in any of the following events:

5.6.1 the Customer makes any further use of such Goods after giving notice in accordance with Clause 5.5;

5.6.2 the defect arises because the Customer failed to follow the Supplier's oral or written instructions as to the storage, commissioning, fabrication, installation, use and maintenance of the Goods or (if there are none) good trade practice regarding the same;

5.6.3 the defect arises as a result of the Supplier following any drawing, design or Specification supplied by the Customer;

- 5.6.4 the Customer alters or repairs such Goods without the written consent of the Supplier;
- 5.6.5 the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions; or
- 5.6.6 the Goods differ from their description and/or the Specification as a result of changes made to ensure they comply with applicable statutory or regulatory requirements.
- 5.7 Except as provided in this Clause 5, the Supplier shall have no liability to the Customer in respect of the Goods' failure to comply with the warranty set out in Clause 5.1.
- 5.8 The terms implied by sections 13 to 15 of the Sale of Goods Act 1979 are, to the fullest extent permitted by law, excluded from the Contract.
- 5.9 These Conditions shall apply to any repaired or replacement Goods supplied by the Supplier.

Apeer

Warranty

Apeer – 10 Year Guarantee

1.0 Guarantee Terms and Conditions Subject to the terms and conditions herein, New World Developments Limited trading as Apeer (from here now on referred to as Apeer) guarantees to the original purchaser only (and is not transferable) that all of its products shall:

a) be free from defects in material or workmanship; b) conform to any published specification or description; c) be of satisfactory quality and fit for any purpose held out by Apeer; and d) comply with all applicable statutory and regulatory requirements. for the periods specified below.

This guarantee applies to all Apeer products (Apeer, Lumi, Isolate) under normal use (as determined by Apeer in its sole discretion). This guarantee does not cover losses or damages attributable to improper installation, inadequate maintenance, improper product use, failure to follow Apeer's instructions, wear and tear, wilful damage, neglect, abnormal storage or working conditions, after market product modifications or unauthorised repair, normal weathering, highly corrosive environments, damages caused by fire, accident, flood, acts of God, vandalism, building settlement or structure failures, or other occurrences beyond Apeer's control. Apeer makes no representation, the guarantee, express or implied, as to the performance of its products in a tropical storm or hurricane. Apeer's products are tested in accordance with The Construction Products Regulations BS 14351-1, and also to: BS8529;2010/PAS24; 2012.

Apeer's liability in respect of its products is limited to repair, replacement or refund (as determined by Apeer in its sole discretion) and does not include removal of the product (or components of the products) or installation of replacement products or replacement components. Replacement components provided will be the closest equivalent product available.

The guarantee will not be extended by supplying replacement parts (the guarantee in respect of the product will instead continue for its remaining unexpired term). Risk is passed to the customer at time of delivery or collection and Title is passed to customer when payment is received in full as stated in Apeer's 'Conditions of Sale'. All goods remain the property of Apeer until they are paid for in full. Until all goods are paid for in full no guarantee will be offered.

1.1 Structural Integrity of Products All products shall be free from defects in material or workmanship and maintain their structural integrity and form for a period of ten (10) years following delivery.

Where Apeer supply door slab only (no frame supplied) the guarantee is limited to issues directly connected with door slab only. No guarantee is extended to any aspects of door frame and problems relating to installation of door and frame set. Where Apeer doors are manufactured using a customers profile any aspects of product defect attributable specifically to the profile are not covered under guarantee.

1.2 Glass Apeer warrants that the sealed glass component of insulated glass shall be free of defects resulting in material obstruction of vision or film formation caused by dust or moisture on the internal surface of a sealed unit for a period of ten (10) years following delivery. Imperfections such as scratches or reflected distortions from a

tempering or heat strengthening process are to be expected and are not covered under this guarantee. Imperfections such as seeds, marks, scratches and imperfections are not covered under guarantee except where they fall outside of guidelines set down by (GGF) Glass and Glazing Federation Standard Section four (4). Laminated Glass — Apeer warrants that for a period of five (5) years from delivery under normal conditions of use, the products shall be free of defects resulting in material edge separation or obstruction of vision from delaminating. Broken glass is not covered under this guarantee.

1.3 Decorative glass. Fused tiles are handmade and are subject to imperfections such as air bubbles and seeds which are not considered faults and hence these attributes are not covered under guarantee. Decorative designs using coloured film are subject to variance in the film colours, this is part of the normal manufacturing process. The guarantee does not cover variance in film colours. Where a design is on the outside face of the glass unit, the guarantee does not cover scratched, marked or damaged lead-work or bevels. Lead-work is guaranteed for a period of ten (10) years against coming away from the glass surface except where the lead is on the outer face. Outer Face means face one (1) or four (4) on a double glazed unit and face one (1) or six (6) on a triple glazed unit.

1.4 Re-glazing doors All Apeer doors (excluding MODO models) can be re-glazed; this must be done in accordance with Apeer re-glazing instructions. Defects resulting from improper reinstallation of glass units and any damage caused in this process are not covered under guarantee.

1.5 Paint Finish Apeer warrants that for a period of ten (10) years following delivery that the finish will not peel, crack or blister provided that the customer and the end customer follow Apeer's simple maintenance procedure of regularly washing the product with warm soapy water. Note that as two-pack coat is a commercial finish, it is typical for two-pack coated finishes to have an orange peel appearance, speckles, bubbles, craters, pinholes and processing marks that occur during manufacturing. These are not considered defects or covered under the guarantee unless they are grouped, obtrusive or visible individually from three (3) metres. Painted surfaces are guaranteed not to fade greater than 10.0 delta-E from original colour over the ten (10) years of the guarantee period provided the door has not been in contact with solvents and/or bleaching agents. Cleaning of the product should be done using mild soapy water only chemicals and abrasives should not be used and will invalidate guarantee if used and subsequent damage is caused.

1.6 Colour matching Apeer doors are sprayed using two-pack industrial paint for long life finish. Colour repeatability is limited to 1.0 delta-E between batches (or individual painted components or doors). Inspection of colour is always done under natural daylight and guarantee claims for inspection under any other lighting sources will not be considered. Colour boards, colour swatches and colour charts as supplied by Apeer are for guidance only and should never be considered as an exact match. While every effort is made to reproduce colours exactly this is not always practicable. Specifically Patina finished doors to match foiled frames are manufactured with a hand applied process. Variation in colour in this process should be expected and end customers should be made aware of the limitations of this colour matching prior to purchase. No guarantee claims are extended to colour matches which lie within the parameters laid out herein. Lumi Windows utilise a ceramic paint fused onto the glass during the toughening process. Whilst every effort will be made to achieve close colour matches, the processing characteristics can lead to some colour variation.

2.0 Condensation Condensation is a phenomena caused when warm moist air comes into contact with colder surfaces. Condensation forming on Apeer products does not indicate any fault with the product and as such is not covered in the terms of the guarantee.

2.1 After sales modification Apeer products are not guaranteed against problems arising because of installer or user modification to the product unless expressly agreed on a case by case basis in advance in writing from Apeer. Any unauthorised application of paint by any method to the door surface will automatically invalidate the guarantee. Any problems arising from additional drilling or cutting of openings or attachment of items to door are also not covered under the terms of the guarantee.

2.2 Shortages No liability will be accepted regarding claims or complaints of shortages or incorrect parts unless notified to Apeer within 72 hours of delivery. Delivery shall occur on the products arrival at the agreed delivery location. Notification must include valid reference number. If shortages or incorrect parts notified to Apeer are found to be valid, the Company shall, at its sole discretion, supply the missing Goods or refund that part of the price for the Goods not supplied.

2.3 Transit Damage No liability will be accepted regarding claims for transit damage unless notified to Apeer within 72 hours of delivery and prior to being installed. Notification must include valid reference number and photographic evidence of damage. If damage is found to be valid, the Company shall, at its sole discretion, repair the damaged item(s), supply replacement item(s) or issue a refund for the damaged goods.

2.4 General Terms Apeer reserves the right to charge for replacement parts until the defective parts are received back by Apeer. Apeer will reimburse the payment in the event of receipt of defective part and inspection determines the guarantee claim is valid. Apeer's liability under this guarantee is limited to replacement of parts only. The guarantee does not include repair, removal or installation of replacement parts. Apeer is not responsible for resolving any dispute between its customers and their end customers. This guarantee is for the benefit of Apeer's customers only, and if Apeer's customer becomes bankrupt or is liquidated this guarantee is null and void. This guarantee is not for the benefit of, or enforceable by the end user. Except as expressly provided herein; Apeer shall have no liability to the customer in respect of a product's failure to comply with this guarantee. The terms implied by sections 13 to 15 of the Sale of Goods Act 1979 are, to the fullest extent permitted by law, excluded from this guarantee. There are no other guarantees except as stated herein; any guarantees of merchant ability or fitness for a particular purpose are limited to the duration of guarantee coverage of these express written guarantees. To the extent permitted by law, Apeer shall in no circumstances whatever be liable to the customer, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect consequential damage, loss or injury arising under or in connection with this guarantee. Apeer's total liability to the customer in respect of all other losses arising under or in connection with this guarantee whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the price paid for the products.

This guarantee and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of Northern Ireland. Each party irrevocably agrees that the courts of Northern Ireland shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this guarantee its subject matter or formation.

PVC

Kommerling

Guarantee

Everglade Windows Ltd guarantee their products for 10 years from the date of purchase against faulty materials or workmanship and undertake to repair or replace the same free of charge at their absolute discretion. The guarantee will continue for any unexpired period of risk under this guarantee in relation to such repair and/or replacement.

In this guarantee Everglade Windows Ltd. is referred to as 'EVERGLADE' and the installer to whom this guarantee is addressed is referred to as 'THE INSTALLER'.

This Guarantee Does Not:

- Confer any rights other than set out above and does not cover any claim for direct or indirect losses, economic or consequential, or damage, or expenses incurred whatsoever.
- Affect any statutory rights and is offered as an additional benefit.
- Cover misuse or situations where the product has been handled carelessly or installed in an unsuitable location.
- Extend to damage or defects arising from faulty or defective installation.
- Extend to components such as locking devices, locks, handles, hinges or other components which carry the original manufacturer's guarantee.
- Extend to product(s) which have not been constructed from materials and components supplied by Everglade.
- Cover glass products such as sealed units which carry the original manufacturer's guarantee.

- Take effect unless all monies due to Everglade and the installer have been paid in full.
- Cover defective plaster, brickwork or structure.
- Cover damage caused 'acts of god' such as flood, storm damage or extreme weather conditions.
- Cover labour cost.

Rehau Vertical Sliders

In addition to the company's 'Terms and Conditions', the following guarantee conditions shall prevail:

- Subject to the Terms and Conditions elsewhere, PVC-U Frames shall be guaranteed against faulty manufacture of a period of 10 years.
- Sealed Units shall be guaranteed against faulty manufacture for a period of 10 years.
- All furniture shall carry the manufacturers guarantee.

Incorrect installation of the companies products, shall cancel the guarantee liability.

Victorian Sliders

Victorian Sliders offer the following guarantees which are fully endorsed by our suppliers

Profile – is extruded in the UK and is fully compliant with all current standards and guaranteed for a 10 year period.

Sealed Units – are produced in full accordance with BS EN 1279 and are guaranteed for a period of 10 years

Hardware – is sourced from a number of suppliers and is guaranteed from fault or defect for a period of 12 months

Balance Springs – are guaranteed from breakdown or failure for a period for a period of 5 years.

Under no circumstances should any abrasive cleaning products be used on either the profile, glass or hardware. All guarantees are provided on the basis all products are used in accordance with recommended cleaning, maintenance and operating instructions.

Any failure to comply with recommendations or inappropriate use will render the Guarantee void.

Eurocell

10. Warranty

The Company shall:

10.1 make good at its option by reimbursement of the whole or part of the price (and, where relevant, as a deduction from any part of the price remaining unpaid) or by repair or by replacement: -

10.1.0.a subject to Condition 5 any failure by the Goods to correspond with their specification at the time of delivery

10.1.0.b any defect developing under normal use in the Goods and due solely to faulty design (except where the design is supplied by or on behalf of the Customer) materials and/or workmanship;

10.1.0.c make good by reimbursement of the price or by reperformance of the Services any defective workmanship in the performance of Services; provided that:

10.1.1 any failure to meet specification is notified in writing to the Company within 14 days from the date of delivery or (where the failure was not apparent on reasonable inspection) within a reasonable time after discovery

of the failure and in any event such failure must be notified within 3 months after delivery;

10.1.2 any such defect in design materials workmanship shall have appeared within 3 months after delivery and shall have been thereupon promptly notified to the Company in writing; 10.1.3 the Company shall be under no liability in respect of any defect to the Goods arising from any drawings, design or specification supplied by the Customer;

10.1.4 the Company shall be under no liability in respect of any defect arising from fair wear and tear, or other acts of the Customer including without limitation wilful damage, negligence, lack of proper maintenance or servicing, abnormal working conditions, failure to follow the Company's instructions (whether oral or in writing), misuse or alteration or repair of the Goods without the Company's approval;

10.1.5 the Company shall be under no liability until any monies due from the Customer under the Contract have been paid in full; and

10.1.6 any Goods alleged to be defective are promptly made available to the Company for inspection and, if so required by the Company, are promptly returned at the Customer's risk and expense to the Company's works for inspection.

10.2 The Company shall pass on the benefit of any such warranty or guarantee as is given by the manufacturer to the Company and can be transferred.

10.3 The Company shall not be liable to the Customer in contract tort (including without limitation negligence) and/or breach of statutory duty for any loss or damage which the Customer may suffer by reason of any act, omission, neglect or default (including negligence) in the performance of the Contract by the Company its servants or agents, in a sum which is greater than the Contract price}.

10.4 The Company shall not be liable to the Customer in contract tort (including without limitation negligence) and/or breach of statutory duty for any loss of profits and/or loss of production or any indirect or consequential (including economic) loss of any kind which the Customer may suffer by reason of any act, omission, neglect or default (including negligence) in the performance of the Contract by the Company, its servants or agents,

10.5 Provided that nothing in this Condition shall operate so as:-

10.5.1 to exclude the Company's non-excludable liability in respect of death or personal injury caused by the negligence of the Company its servants or agents;

10.5.2 to exclude the application of Section 12 of the Sale of Goods Act 1979;

10.5.3 to exclude liability for fraudulent misrepresentation.

10.6 The colour fastness of white products is expected to remain reasonable stable for a period of 10 years from the date of manufacture in accordance with the compound manufacturers technical specifications which are available on request, provided that they are used in Middle or Northern Europe. No warranty is given as to the fastness of any other colour, but technical information supplied by the manufacturer is available on request.

10.7 The process of affixing Laminate to Profile is carried out fully according to the procedures recommended by the suppliers of the Laminate and Adhesive. The performance of the Laminate is warranted in accordance with the warranty supplied to us by those manufacturers and full details of this are available to you on request.

Provided that:

(a) Notice of claim is given in writing to us within 28 days of when you were or ought reasonably to have been aware of any alleged breach of Warranty and in any event within 7 years from the date of supply of the Goods.

(b) We shall be under no liability in respect of any failure of the Laminate to adhere or change of colour arising from:

(i) Subsequent manufacturing operations, transport installation, import, abrasion, mechanical damage, neglect, wilful damage, pollution, lack of proper maintenance, failure to follow our instructions;

(ii) End use of the Profile other than in Middle or Northern Europe (north of latitude 46 degrees North) and elevations below 1800mm, above sea level.

(c) Any items alleged to be defective are promptly made available to us for inspection and, if reasonably so required by us are promptly returned at your risk and expense to us for inspection;

- (d) This warranty is for your sole benefit and may not be assigned or transferred;
- (e) If you require delivery of Profile to which Laminate has been affixed within 48 hours of such affixing, no warranty of any kind is given.
- (f) Our liability is limited to reimbursement of the price paid or replacement of the Goods.
- (g) No warranty is given in relation to woodgrain Laminate affixed to cellular foam uPVC products when used externally.

10.8 All other warranties, condition or other terms as to merchantable quality, fitness for purpose or which otherwise relate to the quality of the Goods provided are (save for the statutory rights of customers) hereby excluded. We shall (save as provided herein) have no liability whatsoever howsoever arising or arisen including without limitation in negligence for any such matters. You hereby acknowledge that such exclusion is reasonable in light of the fact that it is not practicable for us to obtain insurance for consequential loss arising from the failure of the product at a cost which it could pass on to you.

Secondary Glazing

Granada

If you choose Granada for your fixed secondary glazing you will benefit from a five year warranty on all frames and glazing giving you peace of mind about the durability and long lifespan that your new windows will provide. Our local partners can deliver and install your fixed secondary glazing at your convenience and will be able to answer any questions you may have during the process.

Aluminium

Origin/Cortizo

- What the warranty covers
 - Subject to the provisions of this Warranty, Origin warrants for up to 20-years from the date of installation of the Products (“**Standard Warranty Period**”) that they will be free from defects in design, material and manufacture.
 - If you give notice in writing (at the address or email address shown in clause 4.1 below) to Origin during the Standard Warranty Period:
 - within a reasonable time of discovery that the Products do not comply with the provisions of paragraph 1.1; and
 - Origin has a reasonable opportunity of examining such Products;
- then Origin may at its sole discretion and subject to the provisions of this Warranty repair the defective Products at no cost to you, up to a cost equal to the original purchase price paid for the Products. If Origin (in its absolute discretion) decides that the Products cannot be repaired, or it is uneconomical to repair, then Origin will replace the Products with Products of the same or similar make and specification. All replaced or repaired Products shall be warranted for the unexpired portion of the Standard Warranty Period.
- The availability and period of the Standard Warranty depends on the relevant part of the Product and whether the Products are installed in a “Hazardous Environment”, which is defined as:
 - within 2,000 meters of UK coastline according to an ordnance survey map;

- in a room with an indoor swimming pool; or
- The Extended Standard Warranty for Products installed in a Hazardous Environment is also subject to:
 - the Products being finished with Origin’s marine finish powder coating (“Marine Finish”); and
 - the Products being cared for, cleaned and maintained as outlined in the maintenance instructions, which is to be passed to the End User or is available on the website.
- The Standard Warranty periods are as follows:

Product	NON-MARINE ENVIRONMENT			MARINE ENVIRONMENT	
	Non- Hazardous Environment Extended Standard Warranty - Frame	Non- Hazardous Environment Extended Standard Warranty - Panel	Non- Hazardous Environment Extended Standard Warranty - Hardware	Hazardous Environment Extended Standard Warranty - Frame	Hazardous Environment Extended Standard Warranty - Hardware
Origin Bi-Fold Door	20-years	n/a	20-years	10-years	5-years (on condition that the hardware has been coated in the Marine Finish)
Origin Window (OW-80)	20-years	n/a	20-years	10-years	5-years (on condition that the hardware has been coated in the Marine Finish)
Origin Window (OW-70)	20-years	n/a	20-years	Not available	Not available
Origin Residential Door	20-years	20-years	20-years	10-years for frame, 10-years for panel	5-years (on condition that the hardware has been coated in the Marine Finish)
Origin Inline Slider	20-years, (which includes the frames, running gear, gaskets, seals, levers and locks, while the glass serves a 10-year guarantee)	n/a	20-years	10-years for the frame. 5-years for the running gear.	5-years (on condition that the hardware has been coated in the Marine Finish)

- General conditions
 - This Warranty is given by Origin subject to the following conditions:

- Origin **shall be under no liability** under this Warranty if the Products are not purchased from an Authorised Origin Supplier, if the Products are not clearly marked as Origin Products and do not carry a unique Origin serial number.
- This Warranty is non-transferable to subsequent owners of the property to which the Products were originally installed (“**the Property**”). This Warranty is void if an Origin product has been removed from the original property. This Warranty will not be transferrable in any other circumstances. For the avoidance of doubt, this Warranty does not apply to Products which are purchased second hand or through private sales separate from the Property, e.g. eBay.
- This Warranty will not apply if Origin is not provided with reasonable access to the Property and given a reasonable period of time to carry out any repairs or supply any replacements.
- This Warranty does not apply to parts or components added to the Products outside of the manufacturing process by any third party or by the End User.
- Origin will not be responsible or liable for any form of decoration or making good associated with the repairing or replacing of the Products, except where damage or the need for decoration or making good is caused by Origin’s negligence during the course of such repair or replacement.
- This Warranty does not apply to the installation of the Products.
- Warranty exclusions and limitation
 - In no circumstances shall Origin be liable under this Warranty for any defect in Products:
 - if the defect in the Products arises because you (or any person acting on your behalf) failed to follow Origin’s or an Authorised Origin Supplier’s oral or written instructions as to the storage, installation, use and maintenance of the Products, including the operational guide supplied with Products setting out how they should be installed and maintained (“**Operational Guide**”) and including any specific guidance given in relation to the maintenance of Products installed in a Hazardous Environment. This is available on Origin’s website. For the purposes of this Warranty, you are deemed to have received this operational guide and guidance for maintenance of Products installed in a Hazardous Environment from the Authorised Origin Supplier and Origin is under no obligation to supply this to you;
 - if you (or any person on your behalf) alter or repair the Products without the written consent of Origin or you (or any person on your behalf) use the Products for a commercial purpose or any other purpose other than for which the Products were designed;
 - if the defect arises as a result of willful, malicious or accidental damage, improper use, negligence (other than Origin’s negligence), or abnormal storage or working conditions;
 - whilst payment of the price of the Products (including any interest owing) to Origin remains outstanding;
 - if the Products have not been fitted or installed correctly or have not been fitted or installed by an Authorised Origin Supplier, by Origin or by an installer who has received delegated approval status from Origin.
 - if Origin was not notified at the time of purchase that the Products were going to be installed in a Hazardous Environment; or
 - if the defect arises because of fire, explosion, flood, lightening, extreme, abnormal or adverse weather conditions, acts of God, terrorism, vandalism, criminal acts or any

other external influences or for any reason outside of Origin's reasonable control.

- All rights and benefits under this Warranty will be forfeited by you if a fraudulent declaration or claim is made.
- If any claim by you is determined by Origin to be invalid (due to any of the circumstances set out in paragraph 3.1 or otherwise by Origin (acting reasonably), Origin may charge you for any costs and expenses incurred in investigating the claim and charge for any repairs or replacements made.
- Subject to paragraph 3.6, except as expressly set out in this Warranty, Origin shall not be responsible or liable to you for losses that you suffer arising out of or in connection with this Warranty. Without prejudice, to the generality of the foregoing (subject to paragraph 3.6), Origin shall not be responsible for:
 - loss of income or revenue;
 - loss of profit;
 - loss of business loss of anticipated savings;
 - loss of data;
 - any waste of time; or
 - any losses whatsoever caused by or arising from any breach of any terms of an agreement (whether stand alone or part of any larger agreement) for sale of the Products between you and the supplier of the Products.
- Nothing in this Warranty excludes or limits in any way Origin's liability for:
 - death or personal injury caused by Origin's negligence;
 - fraud or fraudulent misrepresentation;
 - any breach of the obligations implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982;
 - defective products under the Consumer Protection Act 1987; or
 - any other matter for which it would be illegal or unlawful for Origin to exclude or attempt to exclude its liability.
- Claims procedure
 - To make a claim under this Warranty, you must provide a description and photographs of the product by sending to the Solutions Team/Customer Service Team by one of the following methods:
 - Post: Origin Frames Limited, Solutions Department, Sands 10 Industrial Estate, Hillbottom Road, High Wycombe, Buckinghamshire, HP12 4HS
 - Email: solutions@origin-global.com
 - The information required in the Warranty Claim Form must include (but shall not be limited to):
 - your contact details;
 - the unique serial number for your Product;
 - full details of the alleged defect in your Product; and
 - If all information required by the Warranty Claim Form is not provided in full, Origin will not be able to begin the claim process which could delay your claim and/or result in it being rejected.
 - You will be contacted within 48 hours of conclusion of Origin's assessment of your claim with

Origin's conclusions, proposed next steps (if any) and/or requirements for provision of further information.

- **Governing law and jurisdiction**

You agree that this Warranty, and any dispute or claim arising out of or in connection with it (including non-contractual disputes and claims) or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales and you submit to the exclusive jurisdiction of the English Courts in relation to such disputes or claims.

Smarts

Warranties & Liabilities

1. Subject to the conditions set out below the Seller warrants that the Goods will correspond with their specification at the time of delivery and will be free from defects in material and workmanship for a period of 12 months from the date of their initial use or 12 months from delivery, whichever is the first to expire.

2. The above warranty is given by the Seller subject to following conditions:

2.1. The Seller shall be under no liability in respect of any defect in the Goods arising from any drawing, design or specification supplied by the Buyer;

2.2. The Seller shall be under no liability in respect of any defect arising from fair wear and tear, willful damage, negligence, abnormal working conditions, failure to follow the Seller's instructions (whether oral or in writing), misuse or alteration or repair of the Goods without the Seller's approval;

2.3. The Seller shall be under no liability under the above warranty (or any other warranty, condition or guarantee) if the total price for the Goods has not been paid by the due date for payment;

2.4. The above warranty does not extend to parts, materials or equipment not manufactured by the Seller, in respect of which the Buyer shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer to the Seller.

- The availability and period of the Standard Warranty depends on the relevant part of the Product and whether the Products are installed in a "Hazardous Environment", which is defined as:

*within 2,000 meters of UK coastline according to an Ordnance Survey map

*in a room with an indoor swimming pool; or

- The Extended Standard Warranty for Products installed in a Hazardous Environment is also subject to:
 - the Products being finished with Origin's marine finish powder coating ("Marine Finish"); and
 - the Products being cared for, cleaned and maintained as outlined in the maintenance instructions, which is to be passed to the End User or is available on the website.

3. Subject as expressly provided in these Conditions, and except where the Goods are sold to a person dealing as a consumer (within the meaning of the Unfair Contract Terms Act 1977), all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

4. Where the Goods are sold under a consumer transaction (as defined by the Consumer Transactions [Restrictions on Statements] Order 1976, as amended) the statutory rights of the Buyer are not affected by these Conditions.

5. Any claim by the Buyer which is based on any defect in the quality or condition of the Goods or their failure to correspond with specification shall (whether or not delivery is refused by the Buyer) be notified to the Seller within 7 days from the date of delivery or (where the defect or failure was not apparent on reasonable inspection) within a reasonable time after discovery of the defect or failure. If delivery is not refused, and the Buyer does not notify the Seller accordingly, the Buyer shall not be entitled to reject the Goods and the Seller shall have no liability for such defect or failure, and the Buyer shall be bound to pay the price as if the Goods had been delivered in accordance with the Contract.

6. Where any valid claim in respect of any of the Goods which is based on any defect in the quality or condition of the Goods or their failure to meet specification is notified to the Seller in accordance with these Conditions, the Seller shall be entitled to replace the Goods (or the part in question) free of charge or, at the Seller's sole

discretion, refund to the Buyer the price of the Goods (or a proportionate part of the price), but the Seller shall have no further liability to the Buyer.

7. Except in respect of death or personal injury caused by the Seller's negligence, the Seller shall not be liable to the Buyer by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty at common law or under the express terms of the Contract, for any indirect, special or consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for compensation whatsoever (whether caused by the negligence of the Seller, its employees or agents or otherwise) which arise out of or in connection with the supply of the Goods or their use or resale by the Buyer, and the entire liability of the Seller under or in connection with the Contract shall not exceed the price of the Goods, except as expressly provided in these Conditions.

8. The Seller shall not be liable to the Buyer or be deemed to be in breach of the Contract by reason of any delay in performing, or any failure to perform, any of the Seller's obligations in relation to the Goods, if the delay or failure was due to any cause beyond the Seller's reasonable control. Without prejudice to the generality of the foregoing, the following shall be regarded as causes beyond the Seller's reasonable control:-

8.1. Act of God, explosion, flood, tempest, fire or accident;

8.2. War or threat of war, sabotage, insurrection, civil disturbance or requisition;

8.3. Acts, restrictions, regulations, bye-laws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority;

8.4. Import or export regulations or embargoes;

8.5. Strikes, lock-outs or other industrial actions or trade disputes (whether involving employees of the Seller or of a third party);

8.6. Difficulties in obtaining raw materials, labour, fuel, parts or machinery;

8.7. Power failure or breakdown in machinery.

Powder Coating Guarantee, Guaranteed for 25 years

This guarantee covers the coated aluminium against the following faults:

Peeling, powdering and blistering

Corrosion except due to bending or folding after the application of the paint

Chalking, fading and loss of sheen out of the Qualicoat regulation

Filiform corrosion

Qualicoat

Qualicoat is a quality label organisation committed to maintaining and promoting the quality of coating on aluminium and its alloys for architectural applications. This gives purchasers of coated aluminium the assurance that they will receive a premium grade product delivering long-term value and consistent quality.

After Care

The end user of this guarantee is responsible for the maintenance and cleaning of the product. (Smart maintenance and care guidance see overleaf). If the end user has cause to claim against this guarantee, Smart Systems shall search for the best solution to recover the work to its normal state.

Everglade

Guarantee

Everglade Windows Ltd guarantee their products for 10 years from the date of purchase against faulty materials or workmanship and undertake to repair or replace the same free of charge at their absolute discretion. The guarantee will continue for any unexpired period of risk under this guarantee in relation to such repair and/or replacement.

In this guarantee Everglade Windows Ltd. is referred to as 'EVERGLADE' and the installer to whom this guarantee is addressed is referred to as 'THE INSTALLER'.

This Guarantee Does Not:

- Confer any rights other than set out above and does not cover any claim for direct or

indirect losses, economic or consequential, or damage, or expenses incurred whatsoever.

- Affect any statutory rights and is offered as an additional benefit.
- Cover misuse or situations where the product has been handled carelessly or installed in an unsuitable location.
- Extend to damage or defects arising from faulty or defective installation.
- Extend to components such as locking devices, locks, handles, hinges or other components which carry the original manufacturer's guarantee.
- Extend to product(s) which have not been constructed from materials and components supplied by Everglade.
- Cover glass products such as sealed units which carry the original manufacturer's guarantee.
- Take effect unless all monies due to Everglade and the installer have been paid in full.
- Cover defective plaster, brickwork or structure.
- Cover damage caused 'acts of god' such as flood, storm damage or extreme weather conditions.
- Cover labour cost.

Roofs

Ultraframe

Warranty

Ultraframe products are manufactured using tried and tested formulations from approved suppliers.

We offer the following warranties

Standard Classic, Ultrasky, Quantal, Ultrarroof and Livinroof 10 years

Glass and polycarbonate 10 years

Painted, foiled, powdercoated items 5 years

Electrical items 1 year

We do not warrant for colour fade or change

The Ultraframe warranty is with the purchaser of the product, therefore in the majority of cases, this will be the installer of the product and not the final end user. In the first instance the end user should contact their original installer.

Further details and full conditions can be supplied on request.

All products to be installed to Ultraframe recommendations.

Howells

Howells offers the following guarantees:

Double Glazed Units break-down :- *05 Years*

Powder Coating :- *20 Years*

Aluminium. :- *40 years*

Howells Glazing Rooflight/Vent :- 05 Years

Electrical Motors :- 01 Year

Supalite

We provide a 10-year guarantee with all of our Supalite roofs. This is from Supalite to the installer who will then pass this on to you.

Roofmaker

You are entitled to our manufacturer's warranty if you buy your product directly from Roof Maker.

All Reflex® and Reflex+ units are sold with a 20-year unit seal warranty. This means that if a unit seal fails within the 20-year period from purchase, it will be replaced free of charge.

Our rooflight systems are covered by a 10-year guarantee against discolouration, cracking, shape deterioration and component failure. The aluminium sections are guaranteed against bending, cracking and breakage under normal use, within normal environments.

All electrical items, such as motors, switches and rain sensor units, have a 1-year guarantee for replacement within that time period.

Total Glass

Product Guarantee

Aluminium Extrusion 10 Years

Glass Sealed Units 5 Years

Hardware 1 Year

Wood

Bereco

Bereco Warranties

We have such confidence in our windows and doors that we offer a manufacturer's warranty on our entire product collection.



Many manufacturers will offer a guarantee which is simply a promise. A warranty, on the other hand is a contractual agreement and offers a much higher level of protection. We recognise that purchasing new windows and doors are an investment, on which will not only look great in your home but will add value and we want to give you complete assurance that you are investing in quality.

We offer the very same warranty on all timber types and on both painted and stained finishes. The confidence to offer this stems from our commitment to quality; the timber we use is not only 100% FSC certified but is engineered for longevity. Not only this, we are the only timber window and door supplier in the UK with membership to the Bluesky Paint Application Scheme which demonstrates our continued commitment to supplying products that are finished to the highest possible standard.

Our commitment to quality is further backed up by our disciplined certification and testing with third party UKAS accredited Bluesky Certification. Our timber windows and doors are annually audited along with our production processes for complete peace of mind that your window and doors will stand the test of time.

Glass

Nicholls and Clarke

GUARANTEE

Nicholls & Clarke Glass Ltd will supply Free of Charge replacements for any Double Glazed Sealed Units manufactured by the company, provided the following conditions are complied with:

1. That the Double Glazed Sealed Units have failed with the result of condensation forming within the unit.
2. That the Double Glazed Sealed Units have been glazed correctly within GGF guidelines.
3. That Wooden Frames glazed with the Double Glazed Sealed Units have been properly maintained.
4. That the Double Glazed Sealed Units have not been subject to any misuse or neglect.
5. The guarantee does not cover Glass Breakage.
6. Quality issues should be reported within 5 working days of receipt of goods, any orders placed after 5 days will be treated as new orders and charged accordingly.

The guarantee will be honoured for sealed units glazed into wooden frame for five years. Sealed units glazed into UPVC or Aluminium frames will be subject to a ten-year guarantee.

Any claim against the Company in respect of the guarantee must be in writing, and if required a representative must be given the opportunity to inspect the sealed unit.

All products supplied F.O.C or credit on return under the terms & conditions of this guarantee must be made available for collection or returned to Nicholls and Clarke Glass Ltd.

Ambience Glass

X Processed Glass Ltd, Nexus House, Randles Road, Knowsley Business park, Knowsley, L34 9HX.

Tuff X Processed Glass Ltd:-

Will provide a ten year comprehensive guarantee on our toughened laminate glass and toughened Insulated glass

units when purchased in accordance with the terms and conditions of sale.

The sole and exclusive remedy being the replacement of any item deemed to have failed.

Tuff X Processed Glass Ltd in no event shall be liable for any other cost, loss, or damage incurred whether direct, indirect or consequential.

All products unless stated in the relevant exclusions section are covered by a full 10 year Guarantee.

Vinyl and resin laminate products will be covered by this guarantee if deemed that failure or decolouration was caused by the manufacturing process or material defect.

The benefits of this guarantee are in addition to the purchaser's statutory rights.

Products supplied are certified to the following standards:

BSEN 1279 -6: 2002 - Glass in buildings - Insulated glass units

BSEN 12150-2: 2004 - Glass in buildings – Thermally toughened soda lime silicate glass

BSEN 14449: 2005 - Laminated safety glass

BSEN 1863-1: 2011- Glass in building – Heat strengthened soda lime silicate glass

BSEN 14179-2- Heat soaked thermally toughened soda lime silicate safety glass

Super Sealed Units

All Sealed units manufactured by Super Sealed Units Ltd are covered by the warranty unless notified otherwise at the time of Order / Invoice

Units Glazed into PVCu, Lead and Aluminium frames. 5 YEARS

All Edge Taped Units 5 YEARS

All Units Containing Blinds 5 YEARS

Super Sealed Units Ltd will manufacture a free of charge replacement for any qualifying unit, supply only.

All units must be handled, stored and fixed in accordance with the Glazing Standard.

Once glazed into wooden frames it is agreed and understood that the frames must be

maintained to ensure continued protection to the edge seal from sunlight and water penetration.

Any claim must be accompanied by the invoice number and date of manufacture for the original units.

This warranty is available only to Super Seal Ltd Customers and is not transferable.

Morley Glass



5 year guarantee on all integral blinds for bifolds, conservatories and windows

Order your integral blinds and receive them in 10 working days