



K&S; Bespoke Builds Ltd

Customer Guarantee Pack

Conservatory Warm Roofs • Garden Buildings • Timber Frame Extensions

■ 07854 569978 | ■ www.kandsbespokebuilds.com | ■ info@kandsbespokebuilds.com



■ PVC Windows & Doors Guarantee

Issued by K&S; Bespoke Builds Ltd

1. Duration of Guarantee

- Workmanship Guarantee: 10 years from the date of installation.
- PVC Frames: 10 years against warping, cracking, or discolouration (not caused by neglect or external factors).
- Sealed Double/Triple Glazed Units: 5 years against condensation or seal failure.
- Locks, Hinges & Handles: 2 years against mechanical failure.
- Weather Seals & Gaskets: 2 years against manufacturing defects.

2. What is Covered

- ✓ Structural integrity of PVC frames.
- ✓ Failure of sealed glazing units (misting between panes).
- ✓ Faults in locks, hinges, handles, or mechanisms fitted by K&S; Bespoke Builds Ltd.
- ✓ Water or air ingress caused by faulty installation.

3. What is Not Covered

- ✗ Normal wear and tear, scratches, or minor imperfections.
- ✗ Damage caused by misuse, neglect, or lack of maintenance.
- ✗ Glass breakage (unless caused by faulty installation).
- ✗ Alterations, adjustments, or repairs carried out by anyone other than K&S; Bespoke Builds Ltd.
- ✗ Damage caused by extreme weather, impact, or 'acts of God'.

4. Maintenance Requirements

To keep your guarantee valid, we recommend:

- Regularly cleaning PVC frames with a mild, non-abrasive cleaner.
- Oiling hinges and locks at least once a year.
- Checking seals and gaskets for wear and keeping drainage holes clear.

5. Making a Claim

If you believe an issue is covered by this guarantee, please contact us at:

■ 07854 569978

■ www.kandsbespokebuilds.com

We will arrange an inspection and, if covered, carry out any necessary repairs or replacements free of charge.

■ This guarantee is provided in addition to your statutory rights under UK consumer law.

Customer Name: _____

Installation Address: _____

Date of Installation: _____

Signed (K&S; Bespoke Builds Ltd): _____

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■ Composite Door Guarantee

Issued by K&S; Bespoke Builds Ltd

1. Duration of Guarantee

- Workmanship Guarantee: 10 years from the date of installation.
- Composite Door & Frame: 10 years against warping, splitting, or cracking.
- Sealed Double/Triple Glazed Units: 5 years against condensation or seal failure.
- Locks, Hinges & Handles: 5 years against mechanical failure.
- Colour Stability (fading/discolouration): 5 years from installation date.

2. What is Covered

- ✓ Structural integrity of the composite door and frame.
- ✓ Failure of sealed glazing units (misting between panes).
- ✓ Faults in locks, hinges, handles, or mechanisms fitted by K&S; Bespoke Builds Ltd.
- ✓ Resistance against warping, splitting, or cracking.
- ✓ Colour stability and resistance to fading (within 5 years of installation).

3. What is Not Covered

- ✗ Normal wear and tear, scratches, or minor imperfections.
- ✗ Damage caused by misuse, neglect, or lack of maintenance.
- ✗ Glass breakage (unless caused by faulty installation).
- ✗ Alterations, adjustments, or repairs carried out by anyone other than K&S; Bespoke Builds Ltd.
- ✗ Damage caused by extreme weather, impact, or 'acts of God'.

4. Maintenance Requirements

To keep your guarantee valid, we recommend:

- Regularly cleaning the door surface with a mild, non-abrasive cleaner.
- Oiling hinges and locks at least once a year.
- Checking seals and gaskets for wear and keeping drainage holes clear.

5. Making a Claim

If you believe an issue is covered by this guarantee, please contact us at:

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■ www.kandsbespokebuilds.com

We will arrange an inspection and, if covered, carry out any necessary repairs or replacements free of charge.

■ This guarantee is provided in addition to your statutory rights under UK consumer law.

Customer Name: _____

Installation Address: _____

Date of Installation: _____

Signed (K&S; Bespoke Builds Ltd): _____

■ Conservatory Warm Roof Guarantee

Issued by K&S; Bespoke Builds Ltd

1. Duration of Guarantee

- Workmanship Guarantee: 10 years from the date of installation.
- Roof Structure & Insulated Panels: 10 years against structural failure or warping.
- External Roof Finish (tiles/cladding): 5 years against cracking, fading, or discolouration.
- Glazing (where applicable): 5 years against condensation or seal failure.
- Roof Vents & Hardware: 5 years against mechanical failure.

2. What is Covered

- ✓ Structural integrity of the conservatory warm roof.
- ✓ Insulated panels and roof system performance.
- ✓ Failure of sealed glazing units (misting between panes).
- ✓ Resistance against warping, splitting, or cracking.
- ✓ Colour stability and finish performance (within 5 years of installation).

3. What is Not Covered

- ✗ Normal wear and tear, scratches, or minor imperfections.
- ✗ Damage caused by misuse, neglect, or lack of maintenance.
- ✗ Damage caused by impact, fire, flood, or extreme weather.
- ✗ Alterations, adjustments, or repairs carried out by anyone other than K&S; Bespoke Builds Ltd.
- ✗ Natural ageing or weathering of materials outside of the guarantee period.

4. Maintenance Requirements

To keep your guarantee valid, we recommend:

- Regularly cleaning roof surfaces with a mild, non-abrasive cleaner.
- Checking seals and joints annually for signs of wear.
- Ensuring gutters and drainage channels are kept clear.
- Lubricating any opening vents or hardware at least once a year.

5. Making a Claim

If you believe an issue is covered by this guarantee, please contact us at:

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We will arrange an inspection and, if covered, carry out any necessary repairs or replacements free of charge.

■ This guarantee is provided in addition to your statutory rights under UK consumer law.

Customer Name: _____

Installation Address: _____

Date of Installation: _____

Signed (K&S; Bespoke Builds Ltd): _____

■ Garden Building Guarantee

Issued by K&S; Bespoke Builds Ltd

1. Duration of Guarantee

- Workmanship Guarantee: 10 years from the date of installation.
- Structural Timber Frame & Walls: 10 years against warping, splitting, or structural failure.
- Roof Covering & External Cladding: 5 years against cracking, fading, or discolouration.
- Doors, Windows & Glazing: 5 years against condensation or seal failure.
- Locks, Hinges & Hardware: 5 years against mechanical failure.

2. What is Covered

- ✓ Structural integrity of the timber frame and walls.
- ✓ Weather resistance of the roof covering and cladding.
- ✓ Failure of sealed glazing units (misting between panes).
- ✓ Faults in locks, hinges, handles, or mechanisms fitted by K&S; Bespoke Builds Ltd.
- ✓ Colour stability and finish performance (within 5 years of installation).

3. What is Not Covered

- ✗ Normal wear and tear, scratches, or minor imperfections.
- ✗ Damage caused by misuse, neglect, or lack of maintenance.
- ✗ Damage caused by impact, fire, flood, or extreme weather.
- ✗ Alterations, adjustments, or repairs carried out by anyone other than K&S; Bespoke Builds Ltd.
- ✗ Natural ageing or weathering of timber materials outside of the guarantee period.

4. Maintenance Requirements

To keep your guarantee valid, we recommend:

- Regularly cleaning cladding and glazing with a mild, non-abrasive cleaner.
- Treating exposed timber surfaces with a protective wood treatment as advised.
- Checking seals, joints, and roof surfaces annually for signs of wear.
- Oiling hinges and locks at least once a year.

5. Making a Claim

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Installation Address: _____

Date of Installation: _____

Signed (K&S; Bespoke Builds Ltd): _____

■ Timber Frame Extension Guarantee

Issued by K&S; Bespoke Builds Ltd

1. Duration of Guarantee

- Workmanship Guarantee: 10 years from the date of installation.
- Structural Timber Frame & Walls: 10 years against warping, splitting, or structural failure.
- Roof Covering & External Cladding: 5 years against cracking, fading, or discolouration.
- Windows, Doors & Glazing: 5 years against condensation or seal failure.
- Locks, Hinges & Hardware: 5 years against mechanical failure.

2. What is Covered

- ✓ Structural integrity of the timber frame and walls.
- ✓ Weather resistance of the roof covering and cladding.
- ✓ Failure of sealed glazing units (misting between panes).
- ✓ Faults in locks, hinges, handles, or mechanisms fitted by K&S; Bespoke Builds Ltd.
- ✓ Colour stability and finish performance (within 5 years of installation).

3. What is Not Covered

- ✗ Normal wear and tear, scratches, or minor imperfections.
- ✗ Damage caused by misuse, neglect, or lack of maintenance.
- ✗ Damage caused by impact, fire, flood, or extreme weather.
- ✗ Alterations, adjustments, or repairs carried out by anyone other than K&S; Bespoke Builds Ltd.
- ✗ Natural ageing or weathering of timber materials outside of the guarantee period.

4. Maintenance Requirements

To keep your guarantee valid, we recommend:

- Regularly cleaning cladding and glazing with a mild, non-abrasive cleaner.
- Treating exposed timber surfaces with a protective wood treatment as advised.
- Checking seals, joints, and roof surfaces annually for signs of wear.
- Oiling hinges and locks at least once a year.

5. Making a Claim

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We will arrange an inspection and, if covered, carry out any necessary repairs or replacements free of charge.

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