

Guarantee

The following paragraphs are designed for ease of understanding, and in no way affect your rights under legislation applying to your purchase.

1. The guarantee will commence on completion of installation. However, any liability of the Company under this guarantee will not arise until the entire contractual price has been paid.

Products will be guaranteed for the following periods:

- A. White uPVC products guaranteed against colourfastness, warping, workmanship and functionality – 10 Years
- B. Wood grained and foiled uPVC products guaranteed against colourfastness, warping, workmanship, and functionality – 10 Years (with the exception of the coloured and wood grained window, and door panels which are covered by a 5-year guarantee).
- C. Aluminium Products – 10 Years
- D. Composite Doors- 10 Years except mis-use
- E. Sealed Units into uPVC and aluminium products – 5 Years guarantee against obstruction of vision arising from deposition of moisture or deterioration of inner glass.
- F. Replacement sealed units into existing frames – 5 Years guarantee against obstruction of vision arising from deposition of moisture or deterioration of inner glass.
- G. Double glazed units with integral blinds – 5 Years guarantee against obstruction of vision arising from deposition of moisture or deterioration of inner glass or failure of the blind.

NB: Please note that condensation may occasionally appear on the external pane in varying climatic conditions - this is perfectly normal and due purely to the efficiency of the most modern energy-saving units manufactured from 2011 onwards.

- H. Conservatory Roofs 10-year manufacturer warranty.
- I. Hardware and locks functional warranty – 1 Years (please note, we cannot guarantee the coating on such products which will be subjected to wear and tear, corrosives and abrasives from the environment).

NB: Maintenance in the form of lubrication of moving parts using silicon spray or similar, and greasing of locks and keeps must be undertaken every six months. Plated products such as door handles and letterboxes must be cleaned regularly with warm soapy water as failure to do so can cause atmospheric conditions to break down the protective surfaces. The guarantee will not cover failure due to neglect, lack of maintenance or what is, in the opinion of the company, normal wear and tear.

- J. Cat and dog flaps – Manufacturer's warranty.
- K. Fascia, Soffits, Guttering, and cladding, have a product performance and workmanship guarantee against any defect for – 10 Years and a colour fastness guarantee of 1 Year.

NB: Leakage problems caused by blockage due to leaves or other extraneous objects are the customers responsibility

2. EXCLUSIONS FROM THE GUARANTEE

- A. Fair wear and tear.
- B. Damage or faults due to accidents, misuse, neglect or attempted forced entry.
- C. Scratches or breakage of glass after installation.
- D. Premature failure of materials due to the purchaser failing to carry out adequate product maintenance.
- E. Minor imperfections within the glass under guidelines by the Glass & Glazing Federation
- F. Any rendering, plastering or similar is offered as a courtesy service and is excluded from the guarantee.
- G. Consequential losses of any kind. BW Windows Ltd liability under this guarantee shall not exceed the contract price of the relevant window or door.
- H. Commercial premises. Any work to non-residential property is limited to a twelve month guarantee.
- I. The removal and/or repositioning of the installation or part of the installation, if carried out by persons other than authorised BW Windows' personnel.
- J. Furniture and hardware coatings.
- K. Installation only. BW Windows Ltd shall be liable for the installation only. Guarantee does not extend to cover any materials not sourced or supplied by ourselves.
- L. Where BW Windows have supplied products only and have not carried out Installation, the guarantee will only apply to defects of products and does not extend to any issues arising from poor Installation.
- M. Leakage or damp around products when it is found that (i) guttering or downpipes is blocked (ii) flooding (iii) hosepipe or pressure washers have been used on or around products (iv) faulty plumbing (v) the door or window lock is not fully engaged (vi) Any other building fault that may have an influence.
- N. In the case of Guttering and downpipes, the purchaser is responsible for ensuring no part of the installation becomes blocked or such a blockage has the potential to cause leakage or damp.
- O. The customer must agree to rectification of any alleged fault by BW Windows Ltd. Any work carried out on BW Windows Ltd products by anybody except the above may invalidate the guarantee on the product.
- P. We cannot guarantee that parts replaced under warranty will be an exact match, for example where there has been a change to specification by Suppliers, products have been upgraded or parts are no longer readily obtainable.

The defect is to be reported as soon as reasonably practical upon which the discovery of the defect ought reasonably to have been made. Notification of claim under guarantee can be by phone, initially and then backed up by written notice within 14 days to the Company. This written notice can be by post or email. When making a claim please quote your invoice number, date of invoice, full name and address, and the product and room location for which you are making the claim.

Statutory rights of the consumer are unaffected.

- This guarantee is non-transferable
- A FENSA certificate will be issued for all installations that require one.
- A 10 year Insurance Backed guarantee will be purchased on your behalf by BW Windows Ltd for all installations that require one. This is an Indemnity Insurance that provides cover in the event BW Windows cease trading and is no longer able to honour its terms.