

Apple Joinery

Warranty

Apple Joinery warrants all manufactured products for 1 years against manufacturing defects, factory applied coating defects, glazing defects and failure (condensation), rot and fungal decay.

Apple Joinery warrants that it will (at the Company's choice after assessment and within a reasonable time) either repair or replace any products that are faulty which are found and reported within 5 days of the defect becoming apparent. Please note: Timescales for the commencement of works under this warranty due to the bespoke nature of the goods and services are subject to the availability of the specialist skilled labour, materials and components required to correct any defects and no claims for delays in the relation to the commencement of these works or their completion will be accepted under this warranty.

The warranties offered on all Apple Joinery products are based on our Conditions of Sale:

1. General

- Full and final payment has been made for the purchase.
- Claims made under the warranty are made within 5 days of the defect becoming apparent to prevent further exacerbation and compound damages.
- The product is fit for its intended use.
- The product has not been modified in any way that could affect its structural integrity or its performance.
- The product has not failed due to the fitting of ancillary products such as but not limited to blinds, shutters or security devices.
- The product has not been damaged during transit on other modes of transport other than the company's method of transport.
- The product has not been damaged by accident from an associated incident.
- The product and associated ironmongery have not been subjected to damage by solvent or water-based products used within the immediate area. i.e. brick cleaning products.
- The product has not been damaged due to water penetration, either before, during or after installation.
- The product has not been subjected to excessive heat absorption (i.e. south facing or damaged due to any natural characteristics of the materials).
- Moisture and humidity have been controlled during and post installation.
- The product is subject to natural movement over time. Any issues caused by this should be taken up with the installer.
- The warranty does not extend to parts, materials or equipment not manufactured by Apple Joinery. Warranties on ironmongery are to be found with the ironmongery manufacturer in accordance with their recommendations.

2. Storage & Installation

- Check that the products have been stored and handled carefully. We recommend removal of any packaging upon delivery to check for product defects and allow for breathability to the product.
- Any adjustments to materials will require our recommended paint procedure to be reapplied before installation.
- The products have been installed in an existing dwelling in the case of supply and installation contracts.
- The products have been installed at an address within mainland Great Britain.
- The products have not been removed from their originally installed location and reinstalled in another building or property.
- The external face of the products has been installed a minimum of 50mm back from the face of the building.
- Window and door sills project no more than 30mm from the face of the building.
- Products have been suitably sealed at the perimeter within 14 days of installation using a low modulus polysulphide-based sealant, approved to ISO 11600-F-25LM.
- Adequate ventilation was provided at the time of installation to regulate moisture content.

3. Finish

- Where a product is supplied as fully finished and a regular maintenance schedule is followed and completed.
- Hardwood Products supplied with Protect, Prime Pre-treatment, End Grain Sealer and Omnia Prime Basecoat Only are subject to 3 years Warranty, provided suitable UV Top Coatings are applied within 14 days of installation.
- Where a product is subjected to excessive solar rays i.e. south facing, we do not supply any warranty on defects when black or dark colours are applied.
- The coating has not failed due to poor maintenance of the building, or by the buildings inadequate design.
- The coating has not failed due to improper storage or installation.

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- The coating has not been allowed to accumulate dirt and debris leading to excessive mould growth.
- The coating has not been exposed to excessive pollutants or heat (fire, heating appliances etc.).
- The coating has not been subjected to physical (ladders etc.) or chemical (cleaning agents) damage.
- The coating has not been damaged due to improper washing or cleaning. i.e. through the use of ammonia-based cleaning products.
- The coating has not been damaged due to the use of adhesives or tapes having been affixed to the products.

4. Glazing, Fixtures and Fittings

- The glass is suitable for its intended and ongoing use and location in the building.
- Any warranty is with the Glass Manufacturer only. Any repairs necessary in the process of replacing defective units will be charged.
- The glazing has not failed due to poor maintenance of the building, or by the buildings inadequate design.
- Glazing defects i.e. bubbles, blisters, fine scratches and minute particles are categorised in accordance with the GGF quality of vision guidelines.
- All moveable parts including handles, hinges and mechanisms have been serviced (cleaned, and lubricated) during routine maintenance following the manufacturer's instructions.

Please note: Due to the unpredictable nature of the weather, the factors and conditions that can cause thermal stress on glazing are beyond the control of Apple Joinery and as a result thermal stress is not considered a defect under the terms of this warranty.



Cleaning and Maintenance of Woodfinishes.

Information provided by Morrells.

All of our industrial wood coatings can be properly maintained in a good, clean condition by simply wiping at regular intervals with a soft chamois leather or cloth moistened with tepid water.

Morrells has developed a maintenance product called [Perfecta® Shield](#) which is suitable for all finishes. [Shield](#) is waterbased and has a pleasant coconut scent.

If the coating has become 'grubby' due to the accumulation of contaminants such as secretions from hands, minor spillages of household liquids such as tea, coffee and sauces, a small amount of mild detergent (less than 1% by volume of proprietary brands such as Fairy Liquid and Morning Fresh are commonly used) added to the water will ease this cleaning operation. After cleaning, any excess water should be wiped off immediately with a soft dry cloth to leave the coated surface completely dry.

Good working practice to avoid unnecessary damage to coated items includes the regular use of protective coasters, table mats and covers especially where hot utensils are used, and the quick removal of any liquids or other materials which may be spilled on the surface. If these materials are allowed to dwell on the surface damage may occur.

Liquid Sprays

It is not advisable to use wax-containing polishes as they can very quickly cause a build up of wax residues on the lacquer surface which will become embedded with dust and dirt and result in a grubby appearance. These wax residues can also alter the degree of sheen of the lacquer surface i.e. matt finishes can become glossy.

Industrial Cleaners/Detergents

Morrells recommends the avoidance of proprietary branded industrial cleaners which may contain bleaching agents, abrasives and other chemical additives as it is not possible to test every combination of cleanser and lacquered surface. Some detergents can have a detrimental effect on the lacquered surface and cause visible and lasting damage.

It is highly recommended that users test an area of the lacquered surface with their chosen cleaner/detergent as Morrells cannot support their use without prior extended testing.

We do not recommend the use of power washers.



CONDITIONS OF SALE

The quotation overleaf or invoice overleaf for any order placed following such quotation are subject to the following conditions of sale in which Apple Joinery is referred to as "the Company":

1. Validity of quotation

No order received from a customer by the Company shall constitute a contract until accepted in writing by the Company.

2. Prices

Prices quoted by the Company are firm for 30 days only or until previously withdrawn. Unless otherwise stated, all prices are exclusive of any applicable value added tax, for which the customer shall be additionally liable to the Company.

3. Delivery

Delivery periods and dates are given in good faith, but are not subject of any warranty or condition, and time shall not be of the essence of the contract in these respects. No liability will attach to the Company if delivery periods or dates are not met for any reason whatsoever.

4. Payment

The customer shall pay the price in full upon completion/ delivery of goods / services. If payment is not made within 30 days of the due date, the customer shall pay the Company interest at the rate 4% per annum above the base lending rate of Barclays Bank plc from the due date for payment until the date of actual payment. The Company reserves the right to demand a deposit of up to 30% of the price of the goods supplied.

5. Warranty

The Company warrants that all goods supplied by it will correspond to their specification and will be free from defects in materials or workmanship for a period of 3 years from the date of delivery. The Company's obligation in the event of a breach of this warranty is limited to the repair or replacement of any defective goods which shall be returned to the Company by the customer. This warranty is given in lieu of all other warranties or conditions expressed or implied (whether by statute or otherwise) and is subject to the following conditions:

5.1 Claims must be notified in writing to the Company within seven days from the date of delivery or (where the defect is not apparent on reasonable inspection) as soon as practicable after discovery of the defect.

5.2 The Company shall be under no liability in respect of any defect in the goods arising from any drawing, design or specification supplied by the customer.

5.3 The Company shall be under no liability if the defect or failure, in the reasonable opinion of the Company, arises from wilful damage or misuse, negligence by the customer or any third party, failure to follow the Company's instructions, or alteration or repair of the goods without the Company's prior approval.

5.4 The Company shall be under no liability if the price for the goods has not been paid by the due date for payment.

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

5.6 Except in the case of death or personal injury caused by the Company's negligence, the Company shall not be liable for any consequential loss or damage (whether for loss of profit or otherwise) or other claims for consequential compensation.

5.7 Our warranty does not include the following: Normal wear and tear, including normal wear and tear of weatherstrip; natural weathering of surfaces. Variance in colour or texture of natural wood parts. Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing). Product failure due to misuse or abuse; damage caused by failure to properly finish and provide maintenance, by alteration or modification to the joinery. Slight expansion or contraction due to varying environmental conditions or any natural characteristics of the material (e.g. movement, splits, discolouration etc.).

6. Carriage

Packaging, carriage and insurance charges in respect of delivery of the goods to the customer will be charged to the customer at cost to the Company.

7. Damage in transit

The Company does not accept any liability for loss or damage to the goods while in transit to the customer.



8. Risk

The risk in the goods shall pass to the customer, or be deemed to be in breach of any contract with the customer, by reason of any delay in performing, or any failure to perform, any of the Company's obligations in relation to the goods, if the delay or failure was due to force majeure or to any other cause beyond the Company's reasonable control.

9. Force majeure

The Company shall not be liable to the customer, or be deemed to be in breach of any contract with the customer, by reason of any delay in performing, or any failure to perform, any of the Company's obligations in relation to the goods, if the delay or failure was due to force majeure or to any other cause beyond the Company's reasonable control.

10. Reservation of title

The goods sold under these conditions shall remain the absolute property of the Company and legal title in the goods shall remain vested in the Company until payment in full of all amounts invoiced or due to the Company in respect of the goods, or until the goods are resold by the customer, whichever shall first occur. If the customer shall enter onto liquidation, have a winding-up order made against it, or have a receiver, administrator or administrative receiver appointed over its assets, income or any part thereof before the property in the goods has passed in accordance with this condition, the Company shall be entitled, immediately after giving notice of its intention to repossess the goods, to enter upon the premises of the customer with such transport as may be necessary and to repossess any goods to which it has title under this condition. No liquidator, receiver, administrator or administrative receiver of the customer shall have authority to sell goods to which the Company has title without the prior written consent of the Company.

11. Insolvency of customer

If the customer, being a body corporate, shall pass a resolution or suffer an order of the Court to be made for winding-up, or if a receiver, administrator or administrative receiver shall be appointed or, being an individual or partnership, shall suspend payment, propose or enter into any composition or arrangement with his or their creditors, or have a bankruptcy order made against him or them, then the Company shall have the right, without prejudice to any other contract with the customer, not to proceed further with the contract, and shall be entitled to charge for work already carried out (whether completed or not) and for goods and materials already purchased for the customer, such charge to be an immediate debt due from the customer.

12. Applicable law

These conditions shall be governed by and construed in accordance with English law and the parties acknowledge and accept the exclusive jurisdiction of the English Courts.

14. Conditions applicable

These conditions shall apply to all contracts for the sale of goods by the Company to a customer to the exclusion of all other terms and conditions which a customer may purport to apply under any purchase order, confirmation of order or similar document and all orders for goods shall be deemed to be an offer by the customer to purchase goods subject to these conditions.