

Limited Installation Warranty

Doors, Windows, Roof Lanterns, Pressings, Glass Units & Spare Parts – Installation Only

This Limited Installation Warranty ("Warranty") is issued by **B&D Glazing LTD** ("the Company") to the customer ("the Customer") in respect of the installation of doors and/or windows carried out by the Company.

1. Warranty Coverage

1.1 The Company warrants that all installation work performed shall be free from defects in workmanship for a period of **twelve (12) months** from the date of installation ("Warranty Period").

1.2 This Warranty covers only **proven installation workmanship defects** that are directly attributable to the Company's fitting of the products.

1.3 Minor operational adjustments to doors, windows, and associated hardware following installation are provided as a **courtesy service for a period of three (3) months from the installation date**, after which time adjustment visits may be chargeable unless a **proven installation defect** exists. This is subject to the limitations set out in **Clause 2.6**.

1.4 The Customer is responsible for the **ongoing care and routine maintenance of all installed products in accordance with manufacturer recommendations**.

2. Exclusions

This Warranty does not cover, and the Company shall have no liability for, any of the following:

2.1 External perimeter silicone sealant.

2.2 Blown or failed glass units.

2.3 Product-related faults, defects, or failures (including, but not limited to, frames, sashes, glazing, locks, hinges, hardware, or finishes).

2.4 Adjustments required due to product movement, natural settlement, seasonal expansion or contraction, or normal wear and tear.

2.5 Damage caused by misuse, neglect, accidental damage, impact, weather conditions, structural movement, or failure to properly maintain the product.

2.6 Any adjustments to doors, windows, or associated hardware requested **more than three (3) months after installation**, unless such adjustment is required as a direct result of a **verified installation workmanship defect**. Adjustments required due to **building movement, structural settlement, product movement, environmental factors, or any circumstances outside the Company's control** are not covered under this Warranty.

2.7 Any costs, losses, or damages beyond the correction of proven installation defects.

2.8 Seasonal Movement and Product Adjustment: Doors and windows, particularly composite, aluminium, and large glazed units, may require periodic adjustment due to normal **seasonal expansion, contraction, and building settlement**. Such movement is normal and does not indicate a fault in installation.

2.9 Sealants and Finishing Materials: External and internal sealants, trims, and finishing materials may naturally shrink, discolour, or require maintenance over time due to weather exposure and environmental conditions. Maintenance or replacement of these materials after installation is considered **normal maintenance and is not covered under this Warranty**.

2.10 Access and Chargeable Visits: Where the Company attends site in response to a warranty claim and it is determined that the issue is **not covered under this Warranty**, or the issue arises from circumstances outside the Company's control, the Company reserves the right to charge a **reasonable call-out fee and/or labour costs** for the visit and any work carried out.

2.11 Hardware Maintenance: Locks, handles, hinges, cylinders, and other moving hardware components require **periodic lubrication and maintenance by the Customer** to ensure smooth operation. Stiffness, resistance, or operational issues arising from lack of maintenance, normal wear and tear, or environmental conditions are **not considered installation defects and are not covered under this Warranty**.

2.12 Third-Party Costs: The Company shall not be responsible for any **third-party costs**, including but not limited to fees for contractors, tradespeople, or removal and refitting of the product, that may be incurred in connection with a warranty repair. The Customer is responsible for arranging and covering any such costs themselves.

3. Warranty Claims

3.1 To make a claim under this Warranty, the Customer must notify the Company in writing within the Warranty Period, providing full details of the alleged defect together with reasonable evidence.

3.2 The Company reserves the right to inspect the installation and determine, in its sole discretion, whether the issue constitutes a valid warranty claim.

3.3 If a valid claim is established, the Company's sole obligation will be to carry out such remedial work as is reasonably necessary to correct the proven installation defect.

4. Limitation of Liability

4.1 This Warranty is limited to the correction of installation workmanship issues only.

4.2 The Company shall not be liable for any indirect, incidental, or consequential loss or damage, including but not limited to loss of use, loss of profits, or inconvenience.

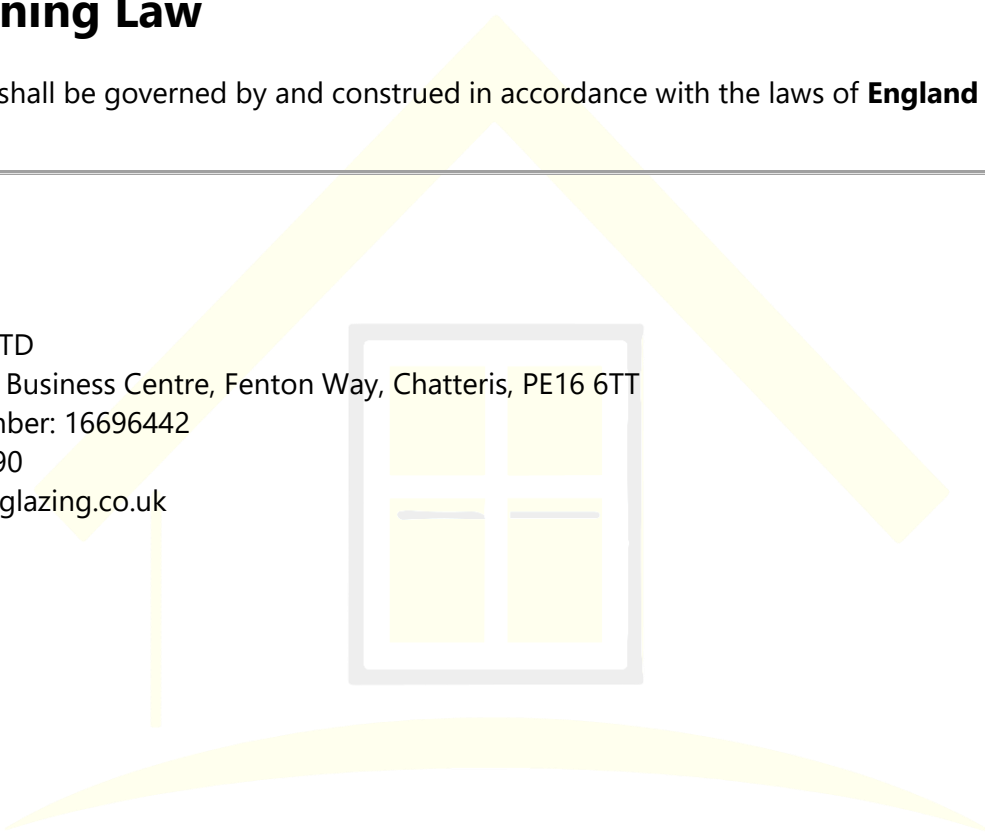
4.3 This Warranty does not affect the Customer's statutory rights under applicable consumer law.

5. Governing Law

This Warranty shall be governed by and construed in accordance with the laws of **England and Wales**.

Issued by:

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