



77 ALBERT PLACE, GALASHIELS TD1 3DL
www.portersporches.co.uk

SHUTTER INSTALLATION GUARANTEE
Maintenance and care requirements.

Customer Name:

Customer Address:

Contract Date:

Completion of Installation date:

COVER AND TERMS

ALL DOORS MUST BE KEPT LOCKED AND CLOSED WHEN NOT IN USE

The guarantee covers

We guarantee to repair where we deem it to be practicable and appropriate, and if not, to replace, free of all charges for labour and materials, any product if included in the installation, due to defective materials or workmanship within 1 year of the date of installation. You must notify us of any claim under the terms of this guarantee within 28 days of discovery of the fault, preferably by sending us a recorded delivery letter.

All our timber installations are covered for 1 year for defects in materials such as facings, cills, Ingo's and apron plates. As long as timbers have been painted/sealed/stained/waxed upon installation or within 14 days after installation. Any timber not sealed after this time is not covered for cracking, warping, shrinking or movement.

All mastic seals are guaranteed for 1 year for shrinkage or peeling.

All lead flashings are guaranteed for repair 1 year for movement or water ingress.

All PVC trims are guaranteed for 1 year for warping, movement and discolouration.

We do not cover anything which is covered by buildings insurance for things such as extremes in weather such as sub-zero temperatures (-10 or below) as render work is subject to flaking or cracking below such temperatures.

Condensation is not covered by Porter's – as condensation is created by lifestyle factors.

Claims Procedure

In the event of any defect arising in the product the matter should be reported to Porter's Porches & Conservatories in writing, email, fax or telephone call. The repair will not be authorised until the above claims procedure is followed.

In the event of any claim Porter's Porches & Conservatories may at their sole option repair, replace or pay in cash the amount of the relevant repair.

Repair Conditions

A Porter's Porches & Conservatories Ltd approved installer must carry out any remedial works. No other persons must carry out any form of repair as this will invalidate your guarantee.

If for any reason it is not possible to replace a defective part with an identical product a suitable alternative will be used if the manufacturer of your door supplies Porters with the part. No third party parts will be used to carry out any repair. If any difference shall arise as to the cost to be incurred under this guarantee (liability being otherwise admitted) such a difference shall be referred to an arbitrator to be appointed by the parties in accordance with the statutory provisions then in force. Any making of an award shall be a conditioned precedent to any right of action against Porter's Porches & Conservatories Ltd.

Our guarantee is transferable upon request if you look to transfer the property ownership, an administration fee will be charged and a site inspection must be carried out prior to cover being transferred to the property new owner, this must be carried out prior to sale or within 3 months of the purchase/transfer of the property .A site inspection must be carried out to ascertain if any faults or damage have occurred, the remaining period of the guarantee will then be transferred to the new property owner, payment for this service is pro-forma £42.00 administration fee, site inspection or call out fee £110.00 all prices are subject to the current rate of VAT. Porters Porches and Conservatories Ltd uphold the right not to transfer our guarantee if our terms of contract/guarantee are not met.

Payment if not made in full as per our terms of contract will result in withdrawal of our guarantee.

Porter's Porches and conservatories Ltd shall not be liable for any consequential loss incurred by the use of defective products or the installation of the replacement components.

The words guaranteed for a period of 1 year applies from the date of installation.

Door panels, locks and all electrical components have a 1 year guarantee unless otherwise stated on our contract this does not cover damage or misuse.

Exclusions

The guarantee does not cover any furnishings, which may be purchased at the same time. These are separately guaranteed. The list below (which is not inclusive) gives examples of the items not covered if applicable.

Furnishings

Lighting

Tiling

Blinds

Decoration

Floor covering

Damage or defect caused by any peril capable of being insured under household or similar policies of insurance.

Loss of use or consequential loss or damage of any nature.

Cost relating to the installation of the product.

Damage to the product reported after job completion inspection sheet is completed by customer or representative.

Cost involved in replacing any defective part.

Batteries or any other consumables are not cover by guarantee.

Negligence in maintaining the product, we reserve the right to recover any costs in rectification of that negligence or call out. The guarantee does not cover normal wear and tear on the product. Locks handles gearing, hinges etc. have 12 months guarantee this does not cover damage or misuse.

Purchase contract must be produced to Porters Porches and conservatories ltd before any claim is to be authorised by Porters Porches and conservatories ltd.

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ESSENTIAL MAINTENANCE AND CARE OF YOUR NEW PRODUCT

All products must be kept clean and is recommended on a monthly basis or before opening if dirty, so as to prevent scratching or marking, more so with roller doors as they roll up and dirt or grit can cause marking if not kept clean ,top box covers that meet the roller doors must be kept clean, clearance is minimal so as to protect the motor area from water ingress. All electrical items must be switched off when cleaning do not hose or power hose any door ever or at any time as this can cause water to reach the motor and electrical areas, water ingress as a result of this process will not be covered by guarantee. Recommended cleaning method is sponging the door down from top to bottom rinsing away any dirt with a sponge and clean water. Marking or scratching is not covered by guarantee if not pointed out at the point of installation.

Products that are left open and not locked in winds or severe weather that causes damage resulting in your product becoming twisted or bent as a result will not be covered by our guarantee. Products must not be left open and unattended as this is unsafe and invalidates your guarantee. No claim can be made against Porters Porches and conservatories ltd should you not meet any term of this guarantee.

Never allow children to operate any product and it is recommended that shutters should be operated by a competent adult.

ANY REPAIR AFTER 1 YEAR WILL BE CHARGED AT OUR STANDARD HOURLY RATE PRO-FORMA.

Claim email: stevenpporter@btconnect.com

Claim phone/fax number: 01896 757750

Claim address: Porters Porches and conservatories ltd
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Galashiels
TD1 3DL