

10 Year Product Guarantee



Certificate and Conditions of Guarantee

Definitions:

1. 'Sash UK' or 'the guarantor' shall mean Sash UK Ltd. whose office is situated on Ferrymoor Way, Park Springs, Grimethorpe, Barnsley, S72 7BN.
 2. 'Purchaser' shall mean the company or organisation that places an order with Sash UK.
 3. 'Product' shall mean any of the products, materials, or components that Sash UK supplies to the purchaser.
 4. 'Manufacturer' shall mean the company or organisation that supplies products or materials to Sash UK.
 5. 'Customer' or 'homeowner' shall mean the end user of the product.
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Guarantees:

- The physical functionality of Veka and Spectus frames is guaranteed for a period of 10 years.
- The surface finish of sprayed and foiled frames is guaranteed for a period of 10 years.
- The following products and components are guaranteed for a period of 10 years, according to the relevant manufacturer's guarantee:

Pilkington sealed units, Veka* composite doors, Vista* PVCu door panels, Ultraframe* conservatory roofs, Global* conservatory roofs, MACO* hardware, Avocet* hardware, Securistyle* hardware, Stormguard* hardware, and PN Beslag* hardware.*

- Screws are guaranteed according to the composition and grade of steel used in the specified product.**
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Conditions and Exclusions:

Products are guaranteed to be free of mechanical defects for the stated period of time, from the date of purchase, and only when Sash UK has received payment in full. Guarantees may only be exercised with valid proof of purchase and are subject to the correct installation by the purchaser and satisfactory regular maintenance by the homeowner. Guarantees are immediately void if the purchaser or homeowner has modified the product without consent, or used the product with other non-compatible products.

This guarantee is limited solely and exclusively to the replacement of defective components (supply only) to the point of the original delivery, and in no event shall Sash UK be liable for any consequential loss incurred by the use of defective products, or the installation of replacement components. Sash UK reserves the right to inspect all claims for replacement products. Similarly, Sash UK reserves the right to recover costs incurred by making inspections for claims which are later found to be false or beyond the terms of the guarantee.

Where it is agreed that a product is defective and that a replacement component is required, Sash UK reserves the right to supply alternative products that are deemed to be of a similar or better value and quality to the original component. When replacement components are supplied, the purchaser must return the original product or component within 14 days of receiving the replacement, otherwise the replacement will be chargeable.

If you believe a product to be defective, do not proceed with the installation. Sash UK cannot be held responsible for claims arising from the installation of a defective product.

This guarantee may not be altered or amended and it applies solely to the purchaser. Guarantees offered by the purchaser to a homeowner are done so at the discretion of the purchaser. Sash UK is not liable for guarantees offered by the purchaser, to the homeowner.

* Details of manufacturer's guarantee available upon request.

** For guarantee information about products not mentioned above, please contact a member of the sales or marketing team.

