

Camden Group Guarantee

Our product range has expanded and enhanced over 25 years of manufacturing; by choosing to order from Camden Group you can be sure of cost effectiveness and quality assurance.



STATEMENT OF GUARANTEE

To: _____
(The "Customer")

Thank you for your recent purchase of products from Camden Group

We are pleased to offer this statement of guarantee that those products will be free from defects arising as a result of defective design, the use of faulty materials by Camden Group or defective installation by Camden Group as follows:

Profile:

- 10 year guarantee on all white profile, panels and vertical sliders
- 10 year guarantee on coloured profile, panels, vertical sliders and roofline products

Ironmongery:

- 1 year guarantee on ironmongery

Glass:

- 15 year guarantee on sealed glass units

This Statement of Guarantee is intended to be in addition to and not in substitution of your existing legal rights and remedies in respect of the purchase of the relevant products from Camden Group.

This guarantee is subject to the conditions set out overleaf.



BS 7412 KM39541
BS 7950 KM 75191
PAS 23 & 24 KM 75193
BS EN 1279 -2
BS EN 12600
ISO 9001 & 14001



CONDITIONS

1. There shall be no liability under this guarantee in respect of:
 - Fair wear and tear to the relevant products.
 - Any defect arising in the relevant products as a result of installation or work done to the products by anyone other than Camden Group or an approved subcontractor to Camden Group.
 - Consequential loss of any kind.
2. It shall be a condition precedent of any liability under this guarantee that you have made full payment to Camden Group in respect of the purchase price of the relevant products.
3. You shall follow any guidance issued by Camden Group in relation to the maintenance of its products.
4. Camden Group will not accept liability under this guarantee unless the following conditions have been satisfied:
 - Any alleged defect must be reported to Camden Group in writing immediately upon its discovery.
 - You must make available without delay such facilities as Camden Group or its approved subcontractor may require to allow the inspection and assessment of the alleged defect and any possible liability under the terms of this guarantee.
 - You must agree to the rectification of the defect being executed by Camden Group or its approved subcontractor.
 - You must permit Camden Group or its approved subcontractor to commence any rectification or remedial work immediately.
5. This guarantee shall be governed by the laws of Northern Ireland and any dispute or action in respect of or otherwise arising out of this guarantee shall be subject to the exclusive jurisdiction of the courts of Northern Ireland.

Maintenance of Frames & Panels

- Dirty frames and panels can be easily cleaned with warm water and washing-up liquid.
- Frames, Panels or Glass should not be cleaned with abrasive pads or detergents as this may affect the appearance of the design or cause scratching to the glass.
- All moving parts within the Casement Windows, Tilt 'n' Turns, Vertical Sliders and Patio Doors only require a light oiling once or twice a year to ensure that your Camden Frames and Doors always open smoothly.

Camden Group

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