

INSTALLATION GUARANTEE

Cover

The guarantee covers

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.

Ground/base movement or subsidence around or below our works is not covered by our guarantee movement, discolouration or general wear and tear is not covered within our guarantee on all ground works, conservatory/porch block/brick work are exempt from our guarantee.

Patios, paved areas, steps, platforms or paths will deteriorate as a result of lifestyle factors such as high volumes of foot traffic, heavy loads will damage the products, discolouration / erosion to surfaces are all as a result of gritting /salt/washing/rain fall/traffic contaminants etc. this will cause damage so therefore we do not cover these products by our guarantee.

Plasterwork is prone to cracking within conservatories and homes as a direct result of the continuous changes in temperature. Hairline cracks can often occur unless walls have been covered with lining paper prior to emulsion/decoration. Any small cracks are not covered within the plasterwork. Any patch work will always show a joint line and is prone

to joint cracking, a patch is a patch not a complete surface, and if no joints are expected get a price for a complete covering not a patch.

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 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.

The words guaranteed for a period of 1 year applies.

Door panels have a 1 year guarantee unless stated 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.

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 and letterboxes have 12 months manufactures guarantee this does not cover damage or misuse.

Nb Glass breakage – failed perimeter seals of double glazed units are covered as long as the unit is not broken or cracked.