

Guarantee Certificate

Windows & Doors | Conservatories | Solid Roof Sunrooms | Orangeries | Roofline

Warranty Invoice Number: xxxxxxxx

Guarantee Holder: **Mr & Mrs Smith**

Start Date of Warranty: **01/01/2021**

Stratton Glass & Windows Ltd hereby confirms that the installation in connection to the invoice number (shown above), is covered by our company guarantee, as detailed in the attached guarantee terms & conditions document.

Signed: 

Dated: 01/01/2021

Harry Jones (Managing Director)

Guarantee Terms & Conditions

1.1 Consumer Guarantee Periods

1.1.1 In addition to your statutory rights and subject to section 1.2, upon full payment we guarantee for the period as set out in section 1.1.2, to repair or replace free of charge, any of the products listed in section 1.1.2 installed by our qualified staff, which develop a fault, due to defective material.

1.1.2 The warranties starting from the invoice date are as follows:

- uPVC Window & Door Frames - 10 Years
- Aluminium Window & Door Frames - 10 Years
- Solidor Doors - 10 Years
- Ultraframe Standard Classic, Ultrasky, Quantal, Ultrarroof and Livinroof - 10 Years
- Roofline (fascia, soffits, bargeboards, gutters and down pipes) - 10 Years
- Double & triple glazed sealed units (glazed into uPVC or Aluminium) - 10 Years
- Double & triple glazed sealed units (glazed into timber) – 5 years
- Foam Composite Doors - 5 Years
- uPVC infill panels – 5 Years
- Polycarbonate - 5 Years
- Electrical items - 12 Months
- Plaster, carpentry, flooring any other internal decoration - 12 Months

1.1.3 In case of repair or replacement, the period of guarantee shall extend up to the limit of the original purchase period or for 12 months from the date of the replacement whichever is later.

1.2 Exceptions & Explanations

1.2.1 Despite the fact that your statutory rights remain unaffected, this guarantee does not extend to:

- (a) Minor imperfections with the glass, which are outside the scope of the visual quality standards of the Glass and Glazing Federation (details available on request). The glass we use is of the best available quality, but may have minor imperfections. You will have the benefit of the guarantee of the glass manufacturer where applicable but we can not promise a higher standard of glass than currently provided.
- (b) Damage due to misuse, neglect, forces of nature or lack of maintenance by you. We strongly advise you to refer to the maintenance information provided on request from the company.
- (c) Goods that have not been installed by our qualified staff or that have been removed or repositioned by persons other than our own qualified staff.
- (d) Items not technically recommended or outside of the manufacturers tolerances.

- (e) Timber that remains in situ adjacent to the goods installed by our qualified staff.
- (f) Specialist items installed, where the manufacturer's normal guarantee will apply.
- (g) Deterioration in finish or other conditions beyond our control on door and window handles, hinges, lock strips, door knockers, and all other furniture. The manufacturer's 12-month guarantee will only apply.
- (h) White gaskets or the build up of atmospheric debris behind the external gaskets.
- (i) Matching stained glass colours as these vary from batch to batch.
- (j) Any insulated glass units with holes cut in for extraction fans, cat flaps or similar because the sealed unit is more susceptible to breaking down.
- (k) Any double or triple glazed unit directly positioned above a cooker or exceptional heat source.
- (l) Double glazed units incorporating blinds - these carry a 5-year guarantee.
- (m) Polycarbonate sheet fading. Polycarbonate breakdown causing condensation, mould or algae. The manufacturer's 12-month guarantee will only apply.
- (n) Springs in vertical sliders on secondary glazing systems - 12 month manufacturer guarantee.
- (o) Electrical, plaster, skirting, tiles and any other internal decoration carried out by our staff - guaranteed for 12 months.
- (p) Existing foundations, roofs, brickwork and/or side frames that you have asked to remain in situ – adjacent, above or below goods installed by our staff.
- (q) Ultraframe roofs are not covered against colour fade or change.
- (r) Manufacturers painted, foiled and powder coated products. On these products, typically our 10 year guarantee still applies but this is subject to our manufacturers discretion upon inspection. The minimum guarantee for these items is 5 years.
- (s) Bespoke painted finishes: in this instance, the manufacturer may not replace the faulty product free of charge – claiming that the paint has affected/broken down the product - in which case the replacement parts will be chargeable to the customer. If the customer wants replacement to be painted again, this will be subject a subsequent spraying charge (quoted at current cost).
- (t) Slim double glazed units (4-4-4) – 12 month guarantee applies.
- (u) Timber windows and doors – Manufacturer's guarantee applies
- (v) Company/commercial contracts – these contracts are covered for a maximum of 12 months.

1.2.2 Following the GGF guidelines, for the first 12 months after installation, cracks which appear in the glass units may be covered under the guarantee. However, this will be subject to an inspection by the Company to determine cause of failure.

1.2.3 We do not guarantee that our products will reduce or eliminate condensation. Condensation is a natural phenomenon and is not caused by double/triple glazed units or polycarbonate.

1.2.4 We do not guarantee that our products are free from breakdown. If a product breaks down, we will repair or replace the product in line with the above. However, we are not liable for losses or expenses in line with the breakdown of the product.

1.2.5 Should the original purchaser subsequently sell the property during the life time of our guarantee, the new owner must notify us within a period of three months. We reserve the right to carry out a chargeable inspection to evaluate the conditions of the installation. Providing that the installation has been maintained in accordance with the conditions of the guarantee, the guarantee may be transferred for an additional fee.

You must notify us in writing quoting our contact reference or invoice number if you wish to make any guarantee claims.