

Workmanship Guarantee

Issued to:	Installation Address:
Commencement Date:	Reference:

Description of Work

We have invested heavily in our machinery, premises and people to ensure that the quality of the finished product is consistently to the best of our ability. To support this quality product we work closely in partnership with our suppliers to ensure the materials we use are sourced from only the leading manufacturers and are always of the highest quality.

The warranty period begins from the date of delivery of the products and covers the following for a period of **10 years**:

Timber, Aluminium and PVCu windows and door frames are guaranteed against any failure in welded joints and distortment in accordance with system supplier's recommendations for a period of not longer than 10 years from the above commencement date.

Glass sealed units manufactured by ourselves are guaranteed for a period no longer than 2 years after the commencement date, above for the failure of hermetical seals (i.e. misting between panes). Locking mechanisms, hinges and all metallic moving parts are guaranteed for 1 year subject to regular maintenance by customer. Cosmetic deterioration to handles, letter plates and door handles etc. due to general wear and tear are not covered by this guarantee.

Manufacturer's Product Guarantee

We will only use products that are fit for purpose, installed fully in-line with manufacturer's instructions and to your chosen specification as detailed in our quotation and contract. Where the product manufacturer provides a product guarantee this shall be passed to you as is for any product related issues.

Installation and Workmanship

Workmanship Guarantee – 2 years: - Guaranteed against physical faults or errors in the installation which have been caused by defective workmanship.

Building Regulations – 6 years: - Guaranteed against any breach of the Building Regulations, caused by the installation work, in force at the time of the completion of the works.

Conditions

1. The Guarantee Beneficiary shall maintain all installation in accordance with the manufacturer's instructions
2. Guarantee periods effective start date is shown on this guarantee as the commencement date.
3. Written permission is not required to assign Building Regulation guarantee activities to a third party which is freely transferable. All other aspects of this guarantee are transferable to new owners of the goods for an admin cost of £50.00
4. In the event of a dispute relating to the terms of this guarantee the Certass Certification nominated Alternate Dispute Resolution (ADR) provider shall be used to mediate any disputes.
5. Any failure of materials due to faulty workmanship under the term of this guarantee will be repaired or replaced at the installation company's sole discretion. In the event of a replacement: Acknowledge that replacement goods may not be an exact cosmetic or colour match with the original goods.
6. All goods remain the property of EXPRESS WINDOWS GROUP LTD until payment has been received in full and has cleared the banking process.

7. The Guarantee Beneficiary Permit the Installer unrestricted access to the Works, during business hours, to carry out inspection or repair works that are necessary under the terms of this guarantee;

Exemptions

8. Manufacturer product guarantee's are expressly excluded from our provided Insurance Backed Guarantee.
9. Cosmetic deterioration due to general wear and tear are not covered by this guarantee.
10. All guarantees are given in good faith. However, if it is deemed after a visit from a company representative that our product has been misused, tampered or damaged in any way etc, we will render the guarantee null and void, leaving any remedial work to be carried out at a pre-arranged fee, which shall be payable before any work commences.
11. No guarantee is give to the elimination of condensation
12. Where the Guarantee Beneficiary has not adhered to any of these conditions, the Installer shall be entitled to avoid liability from the Commencement Date.

Claims Procedure

13. Where the Guarantee Beneficiary becomes aware of any situation which may lead to a claim under this guarantee, the Guarantee Beneficiary shall write to the Installer at the Installer's Address detailed above within 5 business days of becoming aware of any potential defects- detailing any evident faults or errors in the Works.

Signed By:

020 3475 9240

info@expresswindowsgroup.co.uk

www.expresswindowsgroup.co.uk