

GIPPING VALLEY WINDOWS

GUARANTEE TERMS AND CONDITIONS

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This guarantee is made between Gipping Valley Windows and the customer named on the Schedule of Works to be carried out. Guarantees and contracts are non-transferable to any third party.

Written notice where required should be sent to Gipping Valley Windows, Ravens Farm, Gipsy Lane, Needham Market, IP6 8DZ.

Call us: 01449 721752 or email us: gippingvalleywindows@btinternet.com

WARRANTY

1.0 Products will be warranted for the following periods from the date of initial installation:-

1.1 White uPVC products warranty against colourfastness, warping, workmanship - 10 years.

1.2 Woodgrained/Coloured uPVC products warranty against colourfastness, warping, workmanship - 5 years.

1.3 Sealed units into uPVC - 5 years warranty against obstruction of vision arising from deposition of moisture or deterioration of inner glass.

1.4 Replacement sealed units into existing frames - 5 years warranty against obstruction of vision arising from deposition of moisture or deterioration of inner glass.

1.5 Conservatory roofs are covered by the manufacturers warranty. Roof sheets are not covered for the penetration of insects, misting or mould growth between the sheets.

1.6 Furniture and locks carry a functional warranty - 1 year. (Please note, we cannot guarantee the coating on such products which will be subject to wear and tear, and corrosives and abrasives from the environment).

1.7 Cat and dog flaps - Manufacturers warranty.

1.8 Fascia, Soffits guttering and downpipes are covered by the manufacturers warranty.

1.9 Door panels - Manufacturers warranty.

1.10 The guarantee will be void if the product is moved from its original installation position. There will be no liability, by Gipping Valley Windows for loss due to a criminal act.

1.11 Product warranties are subject to the correct and adequate product maintenance being undertaken. Please adhere to any maintenance guides issued. All warranty work must be undertaken by Gipping Valley Windows. Failure to carry out terms listed above in accordance with this section will render the warranty null and void.

1.12 A FENSA certificate will be issued for all installations that require one. An Insurance Backed Guarantee will also be issued and will come into force, if Gipping Valley Windows cease trading.

WARRANTY EXCLUSIONS

2.0 Scratches or breakage of glass after installation.

2.1 Minor imperfections within the glass under guidelines by the Glass & Glazing federation.

2.3 Damage or faults due to accidents, misuse, neglect or attempted forced entry.

2.4 Premature failure of materials due to the purchaser failing to carry out adequate product maintenance.

2.5 The removal and/or repositioning of the installation or part of the installation, if carried out by persons other than authorised Gipping Valley Windows personnel.

2.6 Leakage or damp around products when it is found that (i) guttering or downpipes is blocked (ii) flooding (iii) hosepipes or pressure washers have been used on or around products (iv) faulty plumbing (v) the door or window lock is not fully engaged (vi) any other building fault that may have an influence.

2.7 Scratches and marks due to general wear and tear

2.8 Furniture and hardware coatings

2.9 The double glazed units used by Gipping Valley Windows are designed primarily to reduce heat loss, which occurs through single glazing and less insulated double glazing. The presence of condensation is dependent upon the environment within the dwelling. For the avoidance of misunderstanding, please refer to the Plastics Window Federation (PWF) guide to condensation. Gipping Valley Windows gives no warranty concerning the incidence, prevention, or elimination of condensation following the installation of its products, neither does its personnel have the authority to give such a warranty.

2.10 In the cases of Guttering and downpipes, the purchaser is responsible for ensuring that no part of the installation becomes blocked or such a blockage has the potential to cause leakage or damp as detailed above. Gipping Valley Windows will make a charge for a call out to a blockage which is not caused by a fault of Gipping Valley Windows installation. ie downpipes and guttering blocked with leaves, moss etc.

2.11 Cracks in plaster

2.12 Cracks in brickwork

WARRANTY CLAIMS

3.0 The defect is to be reported as soon as reasonably practicable upon which the discovery of the defect ought reasonably to have been made. Notification of claim under warranty can be made by phone, initially and then be backed up written notice within 14 days. This written notice can be by post or email. When making a claim please quote your invoice number, date of invoice, full name and address and the product and room location for which you are making the claim.