

DETAILS OF OUR PRODUCT GUARANTEE

1. All products supplied and fitted by us are guaranteed for a minimum of 1 year from date of fitting. Certain products may carry an extended guarantee as supplied by the manufacturer.
2. All new timber joinery products (windows, doors, kitchen units, etc.) supplied by us, but not manufactured by us, are guaranteed for the period specified by the manufacturer / supplier of the item provided (minimum of one year). If an item of joinery proves faulty during the guarantee period, we will act as an intermediary for our client with the manufacturer / supplier. All labour costs required to replace a faulty item of joinery will be met by us and claimed back from the supplier.
3. All new joinery products (windows, doors, etc.) manufactured by us in our workshop are guaranteed for a period of one year. All fittings fitted to our manufactured products are guaranteed for one year. All double glazing units fitted to our manufactured goods are guaranteed for 5 years.
4. All repair / maintenance works are guaranteed for a minimum period of one year, except as listed below. Replacement double glazed units fitted during repair / maintenance work, guaranteed for a period of 2 years.
5. All works carried out by us through a third party or main contractor are covered by our company guarantee. However, any claim under the guarantee must be made through said third party or main contractor in the first instance.

Conditions of Guarantee

1. It is a condition of our guarantee that all timber products, either new or repair work, fitted in an external environment, are painted or stained by a professional painter to manufacturers specifications. In the case of a claim under guarantee for the failure of any joinery product or joinery repair in an external environment, we will require written proof that the painting or staining was carried out by a professional painter.
2. Altering any product in any way, not recommended by the manufacturer of the product, will invalidate the guarantee.
3. External repair works and new works damaged by weather conditions are not covered by our guarantee and any such loss should be claimed through your insurance company.
4. Repair works deemed as a 'Temporary Repair' are not covered by our guarantee.
5. Any item fitted by us, subjected to abnormal use/abuse/excessive force will not be covered by our guarantee.
6. Timber is a natural product subject to movement depending on the environment it is fitted/installed/used in. We cannot guarantee timber against shrinkage, shakes or lateral splitting. We cannot guarantee to supply timbers without knots. We cannot guarantee the shade or colour of any timbers supplied or the change of colour during the lifetime of the product. We cannot guarantee that the shade or colour of any two pieces of timber from the same species shall match either at the time of fitting or during its lifetime in situation.
7. Finish on metal products such as door handles, letter plates, window catches, etc. cleaned with non-recommended products will invalidate our guarantee. Abrasive cleaners will invalidate the guarantee.
8. All moving parts on hardware items that require regular lubrication, will invalidate the guarantee if this lubrication is not carried out.
9. Any defect must be reported to us in a timely manner with access granted to carry out any replacement/repair at our earliest convenience.
10. All works must have been paid for in full, before repair/replacement under guarantee is carried out by us.