



**Arden Windows Ltd**  
Tel: 08707 890160  
Fax: 08707 890161  
Email: [info@ardenwindows.net](mailto:info@ardenwindows.net)  
[www.ardenwindows.net](http://www.ardenwindows.net)

## GUARANTEE & LIMITATION OF LIABILITY

### Effective from date of delivery

Subject to all of the following, goods are guaranteed against faulty materials and workmanship for the following periods:-

Windows	10 Years	Doors (excluding Redwood)	10 Years
Double-glazed Units	10 Years	Ironmongery	10 Years*

\*(First year of which includes fitting, followed by 9 years parts only.)

Any goods supplied in the white, basecoat stained, primed or fully finished which prove faulty through material or our workmanship during the guarantee period will be replaced or repaired free of charge. In addition to the guarantee, all joinery treated by the double vacuum process which deteriorates as a result of fungal or insect attack within 30 years from date received will be replaced free of charge. These guarantees extend only to the replacement or repair of joinery. No responsibility is borne in respect of any other trades. These undertakings are given in substitution for and to the exclusion of any condition or warranty implied by the law in respect of the quality, description of fitness for any particular purpose of the goods. Our liability arising out of any contract shall not exceed the net invoiced price of the particular goods in regard to which a complaint is made. We do not accept responsibility for any loss or damage, whether direct and natural or consequential, arising from any contract.

This is a condition precedent to any liability of ours that:

- a) All goods shall be stored in a dry place, stacked flat, slightly raised from the ground and adequately protected from the weather and that no joinery shall be installed in a building which has not adequately dried out.
- b) All joinery supplied in the white shall be knotted and primed without delay after receipt and all joinery shall receive two further coats of paint within a reasonable period in accordance with the manufacturers' recommendations. Joinery supplied with a basecoat of stain primer shall receive two further coats as soon as possible in accordance with manufacturers' recommendations.
- c) Any surfaces subsequently cut, particularly if exposing end grain, must be given two liberal brush or spray applications of preservative solution and primed or base coat stained prior to installation. This is particularly important where horns are cut off on site.
- d) All joinery shall be installed correctly in accordance with normal trade practices and adequately maintained in service.
- e) Paintwork or other protective surface finish of external joinery shall be maintained in service and moisture shall not be allowed to penetrate into the timber.
- f) All double-glazing units supplied by the Company, whether they be glazed-in at our works or sold separately for on-site installation into Arden Windows' products, shall be glazed-in and maintained in service in accordance with our recommendations and normal trade practice. Moisture shall not be allowed to penetrate the glazing system sufficiently to affect the long-term performance of the perimeter seal of the double-glazing unit.
- g) All factory fitted ironmongery shall be properly maintained in accordance with our maintenance leaflets, fittings should be cleaned and lubricated by the Employer prior to handover.
- h) No responsibility shall be accepted by the Company where sap migration and exudation is involved. Sap exudation is an inherent occurrence in timber and cannot be prevented.