

## PRODUCT GUARANTEE

**Customer Name :** \*\*\*

**Project Name :** \*\*\*

**SUBJECT TO THE CONDITIONS SET OUT BELOW ANY WINDOWS, DOORS, DOUBLE GLAZING\* AND IRONMONGERY\* MANUFACTURED OR SUPPLIED BY ARDEN WINDOWS LIMITED (“YOUR ARDEN WINDOWS PRODUCTS”) ARE GUARANTEED FOR 10 YEARS FROM THE \*\*\*\* AGAINST DEFECTIVE JOINERY, MATERIALS OR WORKMANSHIP OF ARDEN WINDOWS LIMITED.**

IN ADDITION, ANY JOINERY TREATED WITH THE REMMERS INDULINE GW-306 WATER BASED PRIMER PROCESS WHICH DETERIORATES AS A RESULT OF SOFT ROT, BLUE STAIN FUNGAL OR INSECT ATTACK WITHIN 35 YEARS FROM THE DATE OF PURCHASE WILL BE REPLACED FREE OF CHARGE.

**\*In respect of Ironmongery and Glass only – our guarantee covers fitting in the first year only and for the following 9 years we guarantee parts only.**

During the relevant guarantee period your Arden Windows Products will be repaired or have parts replaced free of charge **provided that:**

- The defects are notified to Arden Windows Limited in accordance with the claims procedure outlined below;
- Your Arden Products have been fitted, glazed, maintained and cared for during the guarantee period in accordance with our “Operating, Care & Maintenance Instructions” and where applicable our “Glazing Instructions” provided to you with each delivery of Arden Windows Products (the current versions of these leaflets are available from our website: [www.ardenwindows.net](http://www.ardenwindows.net));
- Repairs have not been attempted other than by our service staff or by contractors authorised by Arden Windows Limited in writing;
- Where we are contracted to supply only, you are responsible for ensuring that any surfaces subsequently cut or damaged exposing bare timber and/or end grain, must be given two liberal brush or spray applications of preservative solution and primed or base coat stained prior to installation in accordance with our “Fitting, Operating, Care & Maintenance Instructions” (as described above including criteria regarding application of top coat). This is particularly important where cill horns are cut off on site;
- All joinery shall be installed correctly in accordance with normal trade practices and all surface coatings are adequately maintained in accordance with our “Operating, Care & Maintenance Instructions” (as described above);
- In supply only contracts, we are not liable for any loss or damage, such as warping, twisting and buckling effects to frames and sashes, that arise from installation practices that do not comply with our ‘Fitting, Operating, Maintenance and Care Instructions’ and our ‘Glazing Instructions’ (as described above);
- All double-glazing units supplied by us, whether they be glazed-in at our works or sold separately for on-site installation into other Arden Products, shall be glazed-in and maintained in service in accordance with our ‘Fitting, Operating, Care & Maintenance Instructions’ and ‘Glazing Instructions’ (as described above) 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;
- All factory fitted ironmongery shall be properly maintained in accordance with our ‘Fitting, Operating, Care & Maintenance Instructions’ (as described above). You are responsible for cleaning and lubricating all fitted ironmongery (to remove accumulated dust and debris from follow-on trades work) prior to handover to the final end-user.

### THE FOLLOWING ITEMS ARE NOT COVERED UNDER THIS GUARANTEE:

- Products supplied by us in an unfinished state i.e. clear base coat only or where no paint or stain coats have been applied prior to delivery;
- Products that have been altered, amended, adapted, painted or stained, using hardware, finishes, or any other changes made that are not in accordance with the materials, finishes or methodologies stated in the Operating, Care & Maintenance Information provided by Arden Windows, unless previously approved in writing.
- Damage, defect or visual changes caused by sap migration and exudation. Sap exudation is an inherent occurrence in timber and cannot be prevented.
- Any breakages of glass or scratched glass not reported within 48 Hours of delivery.
- Damage, defect or loss caused by any materials and/or workmanship not supplied by Arden Windows. We shall not be liable for the acts or omissions of third parties.
- Products not maintained in accordance with our ‘Fitting, Operating, Care & Maintenance Instructions’ and ‘Glazing Instructions’ (as described above)
- Dark colours may be subject to a reduced warranty period of 5 years. Please contact Arden Windows if you are unsure as to whether the reduced warranty will apply to your chosen colour.
- Slim-line Double Glazed Units are supplied on a reduced warranty period of 5 Years

### CLAIMS PROCEDURE:

Any claim made under this guarantee should be made directly to the Arden Windows Limited. The claim itself should be made in a letter setting out the date of delivery and address of the property, and giving a brief explanation of the problem which has led to the claim. This letter should then be sent, together with any information which will assist us regarding the problem and details of ownership of the property affected, to the registered address of Arden Windows Limited (as set out below).

**PLEASE NOTE** that it is essential that the letter of claim reaches the above address on the last day of this Guarantee at the latest. Late claims will not be considered. This Guarantee applies to all Arden Windows Products installed within the United Kingdom of Great Britain and Northern Ireland.

This Guarantee does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage.

This Guarantee is offered as an extra benefit and does not affect your statutory rights. Additional written copies of this Guarantee can be obtained by writing to the address below. Please include a stamped and self-addressed envelope for each copy of the Guarantee requested.

T 02476 632425

E [info@ardenwindows.net](mailto:info@ardenwindows.net)

[ardenwindows.net](http://ardenwindows.net)

Arden Windows Limited

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