

# GUARANTEE



Invoice Number: .....

Customer: .....

Date of Delivery: .....

Date: .....

*We offer a range of high quality uPVC products to last for years to come, assuming that general care and maintenance of the frames and windows has taken place. An integral part of this offering is ensuring we build the right partnership with our suppliers. Ensuring that materials we use are sourced from only the leading manufacturers and to the highest quality.*

This is further endorsed by the 10 year guarantee offered across all products, you can have confidence in the fact that we are not just saying the right things, we are doing them and ensuring that our products will continue to perform in the future.

**The warranty period begins from the date of delivery of the products and cover is for 10 years from that date:**

- \* All uPVC frames manufactured by Fast Glass Processing, in either white or foiled finish
- \* Handles
- \* Hinges
- \* Letterboxes
- \* Double Glazed sealed units (where the glass will comply with GGF Visual Quality Standards)
- \* Black Gaskets
- \* Conservatory roof systems
- \* Composite Doors
- \* PVC door infill panels

## Conditions and Exclusions

**Whilst we are happy to guarantee our products for 10 years: The warranty is valid from the delivery date for 10 years. The following exclusions apply to the warranty:**

- Must be of satisfactory quality and be reasonably fit for any purpose for which they are commonly supplied
- All services shall be carried out with reasonable skill and care and all conditions, warranties or other terms, whether express or implied, statutory or otherwise, inconsistent with the provision of this.
- The warranty given above will not apply when the defect arises from fair wear and tear, wilful damage, the buyer's negligence when fitting or installing, or misuse or alteration or repair of the goods without the approval of the Company in writing and in any instance when the goods have not been completely paid for.
- Glass sealed units carry a ten year warranty under the same conditions described above and any other parts or materials not manufactured by the Company the buyer shall only be entitled to the benefit of any warranty as is given by the manufacturer to the Company.
- Due care and attention and fitting instructions must be adhered to during installation.
- Misuse alteration or repair of products without approval in writing from us
- Discolouration of the surface finish of hardware
- External georgian bars - covered by a 1 year warranty
- Minor blemishes in the glass, imperfections
- White gaskets - covered by a 1 year warranty

The Guarantee is with Fast Glass Processing Ltd customer not the homeowner or installer (if the installer is third party). By ensuring that the products we supply are maintained and cleaned regularly by the homeowner they will help to retain the appearance and the functionality of the products. Furthermore, due to ongoing research and development, alternative parts may need to be supplied in some cases where replacement parts are required but no longer available.

The following are not covered by this warranty: a) Sealed units, which have been glazed incorrectly (including with silicone sealants) where the original contract was for supply only. For these purposes, a sealed unit will be deemed to have been incorrectly glazed if the method and manner of installation does not comply with the BS 6262 Code of Practice, Glazing for buildings, or BS8000 workmanship on building sites Part 7 code of practice for glazing and their amendments, current at the date of installation. b) Sealed units used at altitudes over 800 metres, or where they have been transported over such elevation, unless the warranty has been specifically amended in writing to cover the relevant special application. c) Sealed units, which have not been maintained completely in accordance with the Company's recommendations (a copy of which is available upon request) and/or any recommendations/methods of the glazing system manufacturer. d) Sealed units showing the optical phenomenon occasionally seen as interference colour bands, known as "Brewster's Fringes" (e) minor imperfections, such as bubbles, blisters, hairlines, blobs, fine scratches or small pinpricks, which when viewed at 90 degrees in normal daylight and from 3 metres are not obvious. These imperfections are not considered to be defects.

No warranty is given that the installation of double glazing will reduce the incidence of condensation.

#### DEFECTS NOT APPARENT INSPECTION

The Customer shall not be entitled to any claim in respect of any repairs or alterations undertaken by the Customer without the prior specific consent of the Company nor in respect of any defect arising by reason of fair wear and tear or damage due to misuse.

The Company shall not be liable for loss or damage suffered by reason of use of the goods after the Customer becomes aware of a defect or after circumstances which would reasonably have indicated to the Customer the existence of a defect.

The Company may within 15 days of receiving such a written complaint (or 28 days where the Goods are situated outside the United Kingdom) inspect the Goods, the Customer if so required by the Company shall take all steps necessary to enable the Company to do so.