

## **CLARKES WINDOWS LTD**

### **TERMS AND CONDITIONS**

PVCu windows and door frames are guaranteed against any failure in welded joints and distortment in accordance with system supplier's recommendations for a period of not longer than 10 years from the above commencement date.

Glass sealed units are guaranteed for a period no longer than 10 years after the commencement date above for the failure of hermetical seals (i.e. misting between panes).

This guarantee does not cover for breakage of glass after installation is complete.

Locking mechanisms and hinges and all metallic moving parts are guaranteed for 1 year subject to regular maintenance by customer. Cosmetic deterioration to handles, letter plates and door handles etc. due to general wear and tear are not covered by this guarantee.

All building work of any description will be guaranteed for a period of 12 months from the commencement date in respect of workmanship.

Conservatory roofing sheets of any description are not guaranteed against abnormal climate changes which may cause the structure of materials used to breakdown in some way, also the guarantee does not cover against any penetration of insects, misting and mould growth between the chamber of the sheets. Any external trimmings are covered for 12 months under normal climate conditions.

Any minor imperfection of PVCu or glass are subject to suppliers recommendations, details of which are available upon request. Stained glass and leadwork are not guaranteed against fading or discoloration.

PVCu products (i.e. panels) used in any installation are the closest colour match available from our suppliers at the present time (i.e. it will not always be possible to have a perfect colour match). Door panels are guaranteed for a period of 12 months against warping and twisting.

Advice should be sought before attempting to attach fixtures and fittings to or around products supplied.

All guarantees are given a good faith. However, if it is deemed after a visit from a company representative that our product has been misused, tampered or damaged in any way etc., we will render the guarantee null and void.

Any failure of materials due to faulty workmanship under the terms of this guarantee will be repaired or replaced at Clarkes Windows Ltd sole discretion.

This guarantee is transferable for a fee and is insurance backed.

#### **CANCELLATION BY CUSTOMERS (COOLING OFF PERIOD)**

- A. The customer may cancel the order during the cooling off period which shall run for fourteen days from midnight on the day on which the order was signed by the customer.
- B. Any cancellations must be given by written notice by either party.

#### **COMPLAINTS**

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted Trader we use Ombudsman Services Ltd for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted Traders in the first instance on 0117 981 2929.