

Visage

HIGH SECURITY ENTRY WINDOWS, DOORS & CONSERVATORIES

The Product Guarantee - in detail

Definitions

"the Guarantee(s)" means the guarantees listed in paragraph 1(a) and (b).

- 1.** To mark our confidence in the products supplied as specified overleaf we, the Vendor, are pleased to offer the following Guarantees:
 - a** The Visage® window and door system is guaranteed against all defects in materials or manufacture applied exclusively to the systems as follows:-
 - i** A 10 year guarantee on white profile for shape and dimension, and resistance to weathering and light;
 - ii** A 5 years guarantee on foiled profile for shape and dimension and resistance to weathering and light;
 - iii** A 10 year guarantee on all window, door and patio system hardware components for functioning and reliability. A 2 year guarantee applies to the surface finish on door handles.
 - b** A 10 year guarantee on fasteners used throughout the system. Samples of the screws have completed a 500 hours accelerated corrosion salt and spray test.
- 2.** The Guarantees only apply to components of the Visage® window and door system and specifically excludes any product or service (including installation and building works) not supplied by the Vendor.
- 3.** Subject to paragraph 2, in the unlikely event any defect should occur within the above mentioned Guarantee periods the Buyer shall notify the Vendor in writing at its address above, within a reasonable time after discovery of the defect we will replace on a "supply only" basis any components found to be de-fective due to faulty materials or manu-facture.
- 4.** Failure to follow general maintenance of the products will render the above Guarantees invalid.
- 5.** The Guarantees will be invalidated immediately should the products be misused, damaged or rendered inoperative, dismantled by the customer or any unauthorised person, neglected or should any alteration to the original
- 6.** Routine cleaning and normal cosmetic and mechanical wear are not covered under the terms of this guarantee.
- 7.** The Guarantees will be invalidated immediately should the product show evidence of impact, mishandling or tampering unnatural chemical corrosion or use contrary to its intended purpose.
- 8.** This Guarantee does not affect your statutory right as a customer in the United Kingdom.