



WARRANTY TRANSFER POLICY

In the event that a property with one of our installations is sold, the original purchaser of goods can transfer our warranty onto a new party but must follow the below procedure. Untransferred Warranties will not be upheld.

Hadleigh Glass should be contacted to arrange an inspection by our engineer.

There will be an initial charge (**payable in advance**) as follows depending on the product count:

- 1 - 4 products and less **£120 + VAT**
- 5 - 8 products and more **£160 + VAT**
- 9 products or more **£200 + VAT**

(i.e. 3 windows, a composite and a bifold door would be 5 products)

The above booking will allow us to inspect the installation and condition of the product(s). If the installation has been maintained in line with our **Cleaning and Maintenance guide** and to our satisfaction, we will then transfer the warranty for the **remainder of the initial 10 year period**.

However, if the product(s) have not been maintained appropriately, we will provide a quote for any repairs required to bring the installation up to our standard. If the new owner accepts the quote, and the works are completed, we will then issue a warranty for the **remainder of the initial 10 year period**.

Please note, that the new part term warranty **will not be insurance backed** unless the new owner contacts The Plastic Window Federation and pays the relevant administration and inspection fees. It should be noted that this indemnity is not cheap, and it only comes into effect in the event that Hadleigh Glass ceases to trade, and has no other benefits.

Hadleigh Glass will not transfer a warranty unless it covers the whole of the original installation and reserves the right to refuse to transfer any warranty.

It should be noted that the FENSA certificate is registered on the property and not the owner and the obligation under FENSA for Hadleigh Glass to offer an insurance backed warranty is only applicable on the original contract.