

PRODUCT WARRANTY



Hadleigh Glass Limited
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HADLEIGH GLASS continues our commitment to Customers by offering a comprehensive warranty on our products. We want all our customers to enjoy their products with the complete peace of mind that they are covered by our trained service engineers.

This cover is subject to a standard and fair use policy in adherence with our **Care and Maintenance procedures**. All cover periods begin from the initial **Installation Date**.

Aluminium Profiles and uPVC Profiles

All Aluminium and uPVC profiles are guaranteed for a period of **10 years**.

All trims, guttering, glazing bars and pressings (either Aluminium or uPVC) are guaranteed for a period of **1 year**.

All panels glazed within products (either Aluminium or uPVC) are guaranteed for a period of **5 years**.

Geographical and Atmospheric Exclusions

In areas within the direct influence zones of salt water, industrial chemical plants, blast-furnaces or other aggressive emission sources the warranty period will be impacted and you should consult you project specific **Marine Guarantee** for further details. Additional maintenance will also be required as detailed in the **Care and Maintenance Guide**.

Glass

We will replace any standard, clear, unbroken sealed units affected by material visual obscuration ("misting") as a result of faulty manufacture. This excludes Spontaneous Glass Breakage, Roller Wave and anything outside of the **GGF Guidelines** (Glass and Glazing Federation). Please note the following timescales apply to this warranty:

- Domestic / Residential Buildings – **10 years**
- Commercial Buildings – **1 year**
- Supply Only Customers – **1 year**

Please note that any sealed units consisting of 6mm glass, obscure glass, between glass blinds or specially coated glass will only hold a **1 year** warranty in any setting.

This warranty applies only on units installed in normal building service conditions, within the United Kingdom.

Note: Any access or lifting equipment required (as a result of our Health and Safety Risk Assessment) to safely carry out remedial or replacement work, **will be at the cost of the Customer**.

Adjustments, Hardware & Accessories

We will carry out any adjustments required to maintain the correct operation of your products during the following timescales:

- Domestic / Residential Buildings – **10 years**
- Commercial Buildings – **1 year**
- Supply Only Customers – **Not Applicable**

All hardware and accessories, including locks, handles and hinges, are guaranteed against faulty materials and workmanship for a period of **1 year**.

Please note that accidental user damage is not covered under this warranty. Beyond these periods, an engineer call out charge and costs for any replacement parts will be applicable. Please contact our service team for a quote of these charges.

Repairs & Replacements

Hadleigh Glass **do not operate a 24 hour call out service** and only arranges Service Calls during Office hours, Monday to Friday.

Terms & Conditions

This guarantee in no way diminishes the statutory rights of the buyer, but does not cover any damage caused by misuse, negligence or lack of maintenance by you, or perils normally covered by domestic insurance (e.g. Fire, theft and accidental breakage).

Warranty Transfer

This guarantee applies only to the original purchaser or first domestic / commercial owner. You may transfer this warranty to a new owner of the property. Full details are included within **Warranty Transfer Policy**.

Declaration

The customer must notify Hadleigh Glass in writing within **thirty (30) days** after such defect either (i) appears or (ii) should have been discovered after the exercise of reasonable diligence. Failure of the claiming party to notify Hadleigh Glass within such period shall automatically relieve Hadleigh Glass of any and all responsibility and/or liability.

To be admissible, the guarantee claim must be accompanied by a copy of the Hadleigh Glass invoice paid in full and This guarantee is conditional upon appropriate Care and Maintenance of the installed product. Please see our guide to **Care and Maintenance** for details.