

CRISP WINDOWS

Workmanship Guarantee

Manufacturer's Product Guarantee

uPVC Frames- 10 years or manufacturer's guarantee period, whichever is the lesser: Guaranteed against any failure in welded joints, distortion and surface finish when adequately maintained in-line with manufacturer's guarantee.

Timber Frames- 5 years or manufacturer's guarantee period whichever is lesser: Guaranteed against any failure in joints, distortion and rot when adequately maintained in-line with manufacturer's guarantee.

Aluminum Frames - 10 years or manufacturer's guarantee period, whichever is the lesser: Guaranteed against any failure in joints, distortion and coating when adequately maintained in-line with manufacturer's guarantee.

IGU - 5 years or manufacturer's guarantee period whichever is lesser: Guaranteed against the failure of hermetical seals (i.e. missing between panes).

Door Panels- 5 years or manufacture's guarantee whichever is the lesser: Guaranteed against any failure in joints, distortion and surface finish when adequately maintained in-line with manufacturer's guarantee.

Hardware- 1 year or manufacturer's guarantee period whichever is the lesser: Guaranteed against any failure in Locking mechanisms, hinges and all metallic moving parts when adequately maintained in-line with manufacturer's guarantee.

Workmanship

Workmanship guarantee - 2 years: guaranteed against physical faults or errors in the installation which have been caused by defective workmanship.

Building Regulations - 6 years: Where the works are registered with a Competent Person Scheme; this guarantee covers a breach of the Building Regulations in force at the time of the completion of the works.

Conditions

1. This guarantee is valid once paired with the paid invoice of your completed works, and is effective from the date given on that invoice.
2. Written permission is not required to assign Building Regulation guarantee activities to a third party which is freely transferable. All other aspects of this guarantee are transferable to new owners of the goods for an admin cost of £50.00
3. In the event of a dispute relating to the terms of this guarantee the Certass Certification nominated Alternate Dispute Resolution (ADR) provider shall be used to Mediate any disputes.
4. Any failure of materials due to faulty workmanship under the term of this guarantee will be repaired or replaced at the supplier/installation company's sole discretion.
5. Guarantee can only be upheld providing the supplier/manufacture have not ceased trading, as this would effect the replacement parts or product. In that event Crisp Windows will only provide service work and not parts.

Exemptions

1. No guarantee is given as to the elimination of condensation.
2. Cosmetic deterioration to handles, letter plates and door handles etc. due to general wear and tear are not covered by this guarantee.
3. All guarantees are given in 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, leaving any remedial work to be carried out at a pre-arranged fee, which shall be payable before any work commences.



Signed By: Steven Crisp