

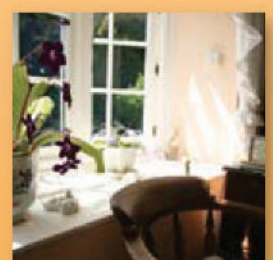
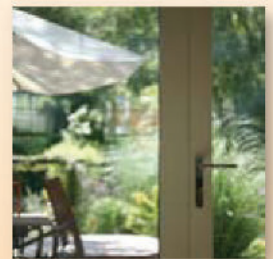
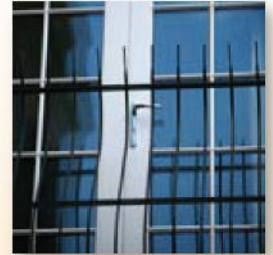
Boyland Windows

Guarantees Upvc and Aluminium Products



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Date 04.23



Boyland Windows Limited

Upvc and Aluminium Product Guarantees

Boyland Windows offer a 10-year Workmanship Guarantee on all our Upvc and Aluminium products. (2 years on Replacement double glazed units into customers own frames).

We will repair where we deem it to be practicable and appropriate, and if not, replace, free of any labour and material charge, any fault that is a result of defective materials or workmanship during the period of the guarantee. The Company cannot however be held responsible for “wear and tear” or damage caused outside the control of Boyland Windows Limited, including; fire, disaster, burglary, accidental damage, misuse or failure by the customer to comply with routine maintenance. Examples of fair wear and tear may include:

- scratched, pitted, marked or broken letterboxes, handles or knockers, or other furniture;
- scratched or broken glass units after installation.

This guarantee is offered as an extra benefit and does not affect your statutory rights as a consumer.

Please refer to Boyland Windows Limited Guarantee conditions and claim procedure documented below.

Routine maintenance

Frames and glass should be regularly washed down with warm soapy water (no chemical or abrasive cleaners). Any moving Ironmongery lubricated twice a year with light lubricate.

Conditions: -

This guarantee does not extend to:

- Minor imperfections within the glass and outside the scope of the visual quality standards of the British Standard and Glass and Glazing Federation, including but not limited to: - scratches, blemishes, lead oxidation, visual surface distortion on toughened glass and “haze” on low E Glass.
- The colourfastness or surface finishes may be affected by environmental conditions, this will not result in any loss of performance or reliability, and is not included in this guarantee.
- Damage due to misuse, neglect or lack of maintenance by you, or from causes beyond our control.
- Specialist items installed (such as panel heaters, lights, motors) normal manufacturer’s guarantee will apply.
- Any work(s) carried out by others associated with this installation or parts of this installation affected by the work(s) by other, other than work(s) carried out by this company or its employees or sub-contractors.
- Any condensation which appears on the outside of the panes of glass.
- This guarantee will be invalidated if full payment has not been made prior to any claim.
- This guarantee is transferable subject to terms and conditions.
- This guarantee shall cease if any repairs or changes or alterations are made to the installation without written approval of the Company.
- Boyland Windows Limited Terms and Conditions have been honoured.

Boyland Windows Limited

Upvc and Aluminium Product Guarantees

Claims: -

- It rests with the customer to substantiate proof of purchase by giving the date of delivery and invoice number, this must be in writing to our head office along with details and photos of the complaint.
- Both Boyland Windows Limited and the manufacturing company reserve the right to undertake a site visit at their discretion. In the event that there is no valid claim under this guarantee, the customer will pay for the site inspection.
- In the event of any dispute, the maximum liability will be up to the replacement value of the components and associated labour.
- Boyland Windows take no liability for consequential losses arising from any material defects under a warranty claim.