

GUARANTEE 1244/3687 Marco Christoforou, St Catherines, New North Road (corner of Harefield Close), Exeter, Devon, EX4 4AG

D & R Design Ltd guarantees to its customers, subject to following the claims procedure and the Exclusions listed below, that;

Sealed Units

If within 5 years from the date of fitting, an unbroken double glazed unit, through faulty manufacture or materials, is affected by significant visual obscuration because of condensation or dust collection within the double glazed unit, we will supply a replacement unit.

Hardware

If within 1 year from the date of fitting, a fault arises with a lock, handle, hinge, letterbox, trickle vent or any other such operating mechanism through faulty manufacture, we will at our discretion repair or supply a replacement part.

Other Components

If within 10 years from the date of fitting a fault arises due to any component which is not a sealed unit or a hardware component named above through faulty manufacture, we will at our discretion repair or supply the appropriate replacement part(s).

Any claim under this guarantee is subject to a reasonable opportunity to inspect the item concerned. If, on inspection, it is determined that the item was not of faulty manufacture, you may be required to pay the cost of inspection.

If a replacement item is supplied it will be the standard type of product current at the date of replacement, except in circumstances where it is not practical and in which case a suitable replacement item will be supplied.

This guarantee is to you, our customer only. However it can be transferred to a new owner for the remaining term for a small administration fee.

This guarantee is in addition to any rights which customers have under any contract of sale or by statute. Accordingly, although the scope of the guarantee itself is limited so that any person to whom it is offered must accept it on the terms enclosed or reject it entirely, any limitations imposed are not meant to take away any rights enjoyed or reduce any obligations owed independently of this guarantee.

This guarantee is given on the basis that the installation is standard i.e. for residential purposes in locations with an exposure category of less than 1200 pa unless otherwise specified in writing at the time of ordering.

Exclusions

Any product supplied by **D & R Design Ltd** which has been modified or incorrectly installed, adjusted, by anyone other than a representative of **D & R Design Ltd**.

Where the installation is outside the United Kingdom and the Channel Islands, unless specified and agreed in writing at the time of ordering.

Where the installation is different from the standard or from that specified at the time of ordering.

Where the customer has signed a disclaimer in order for us to manufacture a product outside of our standard specification.

Where the customer's account with **D & R Design Ltd** is not up to date. This will include those items provided under guarantee but where **D & R Design Ltd** has not received payment in full or the return of the faulty item.

D & R Design Ltd will not be responsible for the making good of exterior / interior décor over and above normal working practice.

Claims Procedure

Provide to **D & R Design Ltd** the following information:

Your name; the date of the claim; a full description of the window / door containing the fault; the location of the fault within the window / door and a description of the fault or the faulty part.

You will be invoiced for the part which must be paid for in accordance with our normal trading terms with you. Full credit will be given on receipt and inspection of the failed item by us, subject to factory inspection.

You must return the item at the earliest opportunity to **D & R Design Ltd** (unless alternative arrangement are agreed). If you fail to return the item we retain the right to withhold any refund. The returned part should be clearly marked with: your name; the contract number for the replacement part and the date of the claim.