**WARRANTY TERMS AND CONDITIONS**

**Glassolutions will guarantee to repair or replace free of all charges for labour & materials any defect or fault with the items fitted or repairs completed, which have been carried out by the Company as detailed below:**

**REPLACEMENT ITEMS**

- Aluminium, Upvc, and Composite items are backed by a full **five** -year guarantee on product and installation.

- Double Glazed Units are manufactured to industry British Quality and Glass standards, and are guaranteed for **five** years against unit failure. A unit failure when applied to sealed glass units shall be deemed to be such as to cause obscuration of vision due to the ingress of moisture between the panes of glass, which comprises the sealed units, from faulty manufacture.

- Claims against warranty for glass breakage / cracks will only be accepted for a period of **24** hours after completion of the work on Domestic properties. This does not include accidental damage or subsequent impact following the installation and subject only to faulty installation or shelled glass edges.

- This guarantee includes all moving component parts for **five** years, the warranty does not cover misuse of any item, or general wear & tear issues. Evidence of misuse and poor maintenance could invalidate this warranty.

- Replacement Timber items are covered for **one** year provided the product has been fully gloss or stain finished within one month of the item being fitted. All timber items are installed primed or base coated in readiness for full decoration to be completed.

- Replacement locks are covered for **one** year.

- Replacement conservatory roofs are covered for **five** years. (Whole roof replacement)

- Garage doors are covered for **one** year, including all mechanisms and moving parts. This also includes electrical motors.

- Glassolutions undertakes to repair or replace any products that we have installed, at our discretion and cost.

**REPAIRS**

- Glassolutions assures that all repair work carried out to Upvc, aluminium & composite items is covered by a **five**-year warranty.

- Conservatory roof repairs are covered for **one** year. (Part roof replaced or existing roof re-fitted and re-sealed)

- Timber item repairs are covered for **one** year, including replacement sashes.

- The repair work guarantees not to weaken the product in any way and will maintain a reasonable colour match for the term of the guarantee.

- The fact that the item has been repaired is not detrimental to the product in any way, and will not affect the future expectations of the item.

- In addition to this, in circumstances where, by Glassolutions carrying out the repair, your original installers guarantee becomes invalid, Glassolutions will issue you with a new guarantee for the **same duration as is remaining on your original guarantee**, (subject to evidence of original installers warranty) or **five** years whichever warranty period is the longest.

**GENERAL**

- Claims against this guarantee will not be accepted if a repaired/replaced item has been misused or is deemed to have reached the end of its serviceable life.

- This guarantee is limited solely to the work carried out by Glassolutions, the warranty will be null and void should another contractor work on the item repaired/replaced if not appointed by Glassolutions.

**THIS GUARANTEE IS ONLY APPLICABLE TO DOMESTIC PROPERTIES AND THE OWNERS OF THE PROPERTY AT THE TIME THE WORK WAS CARRIED OUT AND IS NON-TRANSFERRABLE. IF RELATED TO AN INSURANCE CLAIM ANY POLICY EXCESS MONIES OUTSTANDING TO GLASSOLUTIONS WILL RESULT IN THE WARRANTY BEING NULL AND VOID UNTIL PAYMENT IS RECEIVED IN FULL.**