



10 Year Customer Guarantee

1.1 The company guarantee their white PVC-U profiles and woodgrain (cherrywood, light oak, mahogany) foils for a period 10 years from the date of delivery. The company will extend to the customer the manufacturers guarantee on all products not manufactured by the company. The guarantee will apply to colour stability, impact strength and shape retention, with regard to PVC-U profiles. Any product found to be defective under the terms of the manufacturers guarantee will be replaced and delivered free of charge to the premises of the customer. The guarantee is conditional on the material being handled, stored and applied in full compliance with any guidelines that are issued by the Company. [The guarantees given in this condition 1 are only given in respect of Goods supplied by the Company and fitted in UK Mainland.]

1.2 The Company guarantee their composite doors for domestic use for a period of 10 years from the date of manufacture for the following: Door Leaf **1.** In normal use the doors will not crack, chip, blister, flake or peel. **2.** When exposed to direct sunlight over long periods of time, discolouration may occur, but this will be within the accepted tolerances contained within GRS (Grey Scale Rating) 3-4 according to BS EN ISO 11341 for paints and varnishes. Hardware (door hinges, lock sets, handles etc) **3.** In normal use, all hardware functionality (excluding surface finish which is only guaranteed for a period of one year). **Note:** Handles and Hinges should not be subject to stresses and operating forces beyond recommended levels as stipulated by the GGF guidelines and British Standards Code of Practice. This Guarantee is subject to the door being maintained in accordance with our Care Guide.

1.3 This guarantee excludes:

1. Damage from impact or neglect.
2. Misuse.
3. Failure due to poor installation.
4. Failure due to building subsidence.
5. Faults caused by wilful or neglectful damage or by excessive wear and tear.
6. Any modifications/alterations made post installation.
7. Act of God.

1.4 The Company accept no liability for any direct or consequential loss (including cost of refitting) resulting from any claim against this Guarantee. The company reserve the right to modify their designs, if any product or component is obsolete a product of equivalent specification will be supplied.

1.5 All Global Door units are manufactured to a high specification to guarantee against failure of the primary and secondary seals. If however, during a period of 10 years from the date of manufacture any Global Door double glazing unit suffers premature failure sufficient to cause obstruction of vision arising from deposition of moisture or deterioration of the inner glass surfaces, a replacement unit will be supplied without charge. If a replacement unit is issued the warranty on the replacement unit will extend to the end of the original 10-year period.