



## **PRODUCT GUARANTEE**

Aluminium Framework Discolouration (Powder Coated) – 10 Years

Hardware (Moving Parts) – 2 Years

Hardware (Satin Finish) – 1 Year

Face Fix (Astragal Bar) – 1 Year

Double Glazed Sealed Units (Hotmelt seal failing) – 10 Years Standard Units, 5 Years Blinds

The above guarantee starts from the date the product is invoiced by Direct Roofing Systems Ltd. All guarantees are to the original purchaser only, and any claims made against the guarantee should be made using the original invoice, by the original purchaser only. In order to make a claim your account with ourselves must be paid to date.

All our guarantees are manufacturer backed and are subject to taking care of your product in line with the maintenance and installation instructions. Installation should comply with the recommended British Standards Code of Practice.

In the unlikely event of a claim being made, due to the product failing as a result of the manufacturing and design, Direct Roofing Systems Ltd reserve the right to inspect the product/relevant part to ensure installation and maintenance guidance of the product has been followed. If deemed to be a manufacturing or design fault, that does not meet the manufacturing standards, we will replace the product/relevant part as we see fit. If the product/part is obsolete, a product of equivalent specification will be supplied. No claims for consequential costs including refitting will apply.

This guarantee does not apply to products/parts failing due to negligence, vandalism, wilful damage, extreme weather conditions, excessive wear and tear, products used on commercial buildings, nor goods taken outside of the UK.

This guarantee is subject to Direct Roofing Systems Ltd Terms and Conditions of trading (available upon request). We reserve the right to invoice you for the costs incurred in handling any claims which prove to be invalid under this guarantee.