



Window Wise
Craftsmanship, Quality and Customer Care

Guarantee



Our aim is to achieve your complete satisfaction and peace of mind. Therefore Window Wise will only ever use quality materials and products, installed by skilled, professional and experienced installers.

In accordance with our terms conditions and warranties, Window Wise (Sx) Ltd provides a full ten year comprehensive guarantee against defective workmanship, faulty products or materials, from the date of the completed installation. This guarantee is supported by our manufacturer's guarantee which we pass on in full. In addition, our guarantee is backed up by an underwritten, insurance backed ten-year guarantee through the Insurance Guarantee Association.

- Any justifiable complaint should be notified immediately to the Company and confirmed in writing within 7 days.
- Only products and workmanship supplied directly to the customer will be covered by the guarantee. No right of transfer to any third party is accepted, except where the goods have been sold to the owner of the building and become attached as a permanent fixture, the guarantee shall apply to the subsequent purchasers of the building within the confines of the terms and conditions of the guarantee.
- The Company agrees to replace or repair free of charge any materials, products or workmanship which develop a fault on the following basis:
 - a) Only products and workmanship supplied by the Company to the Customer, and settlements received in full by the Company shall be covered by the guarantee. Where no payment has been received or if payment has only been partly made, then the guarantee shall be partially suspended.
 - b) In respect of PVC-U door panels and all standard ironmongery fittings which become defective within five years of purchase. Any items of brass, all letter plates and catflaps are only covered for one year.
 - c) Where the customer has specified the use of 'non-standard' product, the Company reserves the right to revoke the guarantee of liability on the part of the Manufacturer or Supplier of the specified product as is appropriate. (N.B. For the avoidance of doubt, any 'non-standard' product will be clearly indicated on the contract.)
 - d) Specifically excluded from the guarantee are defects arising either directly or indirectly from Misuse (whether accident or wilful), fair wear and tear, accidental or deliberate damage (however caused), leakage or failure due to excessive abnormal weather conditions (e.g. storm water flood etc.). Settlement of other problems that may arise within the structure of the main building or other conditions to it.
 - e) Any replacement made under the guarantee may vary from those originally supplied and may be subject to variation of the product, design and specification at any one time. Statutory rights remain unaffected.

■ **GGF Code of Ethical Practice**

Window Wise (Sx) Limited is a member of the Glass and Glazing Federation (GGF) and consequently we support the GGF Code of Ethical Practice as promoted by the Glass and Glazing Federation and undertake to work within the guidelines of this and any other GGF Code of Practice. A copy of the Code is available at our Office. In the case of any dispute arising we will provide details of the GGF's Arbitration Scheme administered by the Chartered Institute of Arbitrators.

- Within four weeks of your installation being completed you will receive an insurance certificate providing solvency indemnity throughout the whole of the ten-year guarantee period from the date of completion of the installation.
- The security of this insurance protection is an integral part of our installation package, and we are confident that our combination of keen prices, professional standards and guarantee provides value for money.
- The insurance underwrites against defective workmanship and faulty materials, and assumes their place if in the unlikely event Window Wise (Sussex) Limited has ceased trading, thereby ensuring that the guarantee benefits remain in force throughout their full term.
- Claims are paid up to the original installation price including VAT, in respect of labour and material costs.
- The benefits are automatically and freely transferred to new owners of the property containing the installation although Window Wise must be notified in writing on any change in ownership of the property within four weeks of the date of the change of ownership.
- The policy does not depend upon renewal for its continued existence, and is full paid up at the outset for the whole of the term without break.
- The underwriters are leading British insurers, authorised and approved by the Department of Trade and Industry to transact this class of business.
- The scheme is administered by the Insurance Guarantee Association to whom all enquiries should be addressed: Insurance Guarantee Association, P.O. Box 18, Westerham, Kent TN16 3WX. Telephone: 01959 540506. Fax: 01959 540703.

CONTRACT NO. DATE SIGNED
 NAME
 ADDRESS

Signed for and on behalf of Window Wise (Sx) Ltd

SHOWROOM AND OFFICES 3a & 4 Commercial Square, Haywards Heath, West Sussex RH16 1DW
 Telephone: 01444 457145 or 01273 843384 · Fax: 01444 441686 · www.windowwise.co.uk



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