

Valecraft

Established 1989

Windows - Doors & Conservatories

Suppliers & installers of quality
UPVC & Aluminum Products

GUARANTEE

Name:

Address:

Postcode:

Contract no:

Issue Date:

Please keep this Document in a safe place should you need to request a service call
PHONE SERVICE DEPARTMENT : 01747 826888 Option 3, quoting your contract number
Valecraft Plastic's LTD will repair or replace free of charge from the above date items within the **Contract No**
that have been supplied and installed and have developed a fault within the **Product Guarantees periods below.**

Installation (where we have undertaken the work) _____ **10 Years**

PRODUCTS

Upvc Window frames (White and foiled Profile) + Sealed glass Units *	_____	10 Years
Upvc Doors frames (White and foiled Profile) + Sealed glass Units *	_____	10 Years
Solidor composite	_____	10 years
Aluminium Windows (Stock & Ral Colours) + Sealed glass units *	_____	10 years
Aluminium Doors (Stock & Ral Colours) + Sealed glass units*	_____	10 years
Secondary Aluminium	_____	5 years
All Timber Windows/ Doors & Conservatories + Sealed glass units*	_____	5 years
Ultraframe roof structure	_____	10 years
Ultraframe external ancillaries coloured	_____	5 years
Conservatory Base by Company (excludes thermal expansion)	_____	10 years

***NB *Sealed Glass units (internal misting only) external or internal condensation is not due to a faulty**

Products or installation

Fascia (white)	_____	10 years
Fascia (Foil)	_____	5 years
Gutter & Downpipes (all colours)	_____	1 year

All Moving Parts & Hardware & sprayed finishes.

Letter Boxes/ locks / handles and window hinges _____ (manufactures warranty) _	1 year
All Specialist sprayed finishes to PVC _____	5 years
Electrical Conservatory components _____	1 year
Blinds / Screens _____	1 year
Replacement sealed units to Old windows/ Doors out of warranty or chargeable _____	5 years

- ! **NB. All Supply only items and Commercial contracts carry a ONE YEAR warranty from date of supply.**
- ! **Guarantee only valid when full payment has been made and required maintenance adhered to.**
- ! **Service Calls outside of guarantees will be quoted and chargeable.**

Exclusion of Liability Terms & Condition apply

Please see reverse side

Terms & conditions of the guarantee

This guarantee is NOT transferable to new owners once the property has been sold. The company has an agreement with the individuals who sign the contract not the owners of the property and any specific time.

The Company does NOT offer a 24hr call out service and are not held by any time constraints. The company will come out as quickly as possible for any security issues. The company shall NOT be liable for any costs if the purchaser decides to get a third-party company in to solve an issue. i.e. locksmiths.

The Company or its employees will NOT be responsible for damage to furniture, artefact or flooring caused by a leak through windows, doors, or conservatory roofs once the contract is completed. At this point the Purchaser is to cover under their own house insurance. If products have been altered, modified, or transformed in any way by the purchaser it will null and void the guarantee. The purchaser must inform the company within 30 days of an issue. Items within the overall 10-year guarantee but out of the specific item guarantee (i.e., handles and hinges 1 year guarantee) The purchaser will be charged for replacement parts, but labour will be charged free.

All items are to be maintained and looked after. The company reserves the right to withdraw a guarantee if the company feels the products or items have been damaged or not maintained properly. This includes cleaning out guttering to avoid leaks and oiling handles, lock and hinges.

You may see condensation with new windows and doors, this is because the new items are more thermally efficient than the old items. Windows and doors do not create moisture or damp. However, it may highlight another issue you may have in your home. Therefore, where condensation is on the inside or outside of the glass units the company cannot be held responsible to rectify this issue. If the moisture is in between the double-glazed units then it can be replaced under the guarantee.