

DOUBLE GLAZING / CONSERVATORY GUARANTEE

Issued to :

Installation address :

Commencement date :

Hardwood and softwood windows and doorframes are guaranteed against any failure in accordance with system supplier's recommendations for a period of not longer than 10 years from the above commencement date.

Glass sealed units are guaranteed for a period no longer than 5 years after the commencement date above for the failure of hermetical seals (i.e. misting between panes).

This guarantee does not cover for breakage of glass after the installation is complete.

Locking mechanisms and hinges and all metallic moving parts are guaranteed for 1 year subject to regular maintenance by customer. Cosmetic deterioration to handles, letter plates and door handles etc. due to general wear and tear are not covered by this guarantee.

All building work of any description will be guaranteed for a period of 12 months from the commencement date in respect of workmanship.

Conservatory roofing sheets of any description are not guaranteed against abnormal climate changes which may cause the structure of materials used to breakdown in some way, also the guarantee does not cover against any penetration of insects, misting and mould growth between the chamber of the sheets. Any external trimmings are covered for 12 months under normal climate conditions.

Any minor imperfection of wood or glass is subject to supplier's recommendations, details of which are available upon request. Stained glass and leadwork are not guaranteed against fading or discoloration.

Door panels are guaranteed for a period of 12 months against warping and twisting.

Advice should be sought before attempting to attach fixtures and fittings to or around products supplied.

All guarantees are given in good faith. However, if it is deemed after a visit from a company representative that our product has been misused, tampered or damaged in any way etc., we will render the guarantee null and void, leaving any remedial work to be carried out at a pre-arranged fee, which shall be payable before any work commences.

Any failure of materials due to faulty workmanship under the terms of this guarantee will be repaired or replaced at DGL (Ilkley) Ltd's sole discretion.

Excludes consequential loss

This guarantee is not transferable.

CANCELLATION BY CUSTOMERS (COOLING OFF PERIOD)

- A. The customer may cancel the order during the cooling off period which shall run for seven days from midnight on the day on which the order was signed by the customer (not including Sundays of Bank Holidays) where contracts are negotiated away from the business premises and by an unsolicited visit.
- B. Any cancellations must be given by written notice by either party