PRODUCT GUARANTEE

TRADE CUSTOMER TERMS

VINTAGE UPVC PRODUCTS LTD GUARANTEE

This guarantee is provided by Vintage UPVC Products Ltd to its trade customer and applies subject to the terms set out below.

Guarantee schedule

Product	Period	Scope of cover
UPVC products	**10 years**	Cover against manufacturing defects.
Foiled products	**10 years**	Cover against discoloration and peeling.
Hardware	**10 years**	Cover for performance and reliability under normal operating conditions.
Insulated glass units	**10 years**	Cover applies where units are glazed in accordance with GGF Glazing Procedures.
Caldwell balances	**10 years**	Product guarantee for performance and reliability.
greenteQ handles and hinges	**20 years**	greenteQ surface guarantee.
greenteQ Orion 3* cylinder	**10 years**	Includes the proteQ10 £2,000 break-in guarantee, subject to separate terms and conditions.

Coverage and conditions

Vintage UPVC Products Ltd designs and manufactures products for the UK window and door market. Products are produced to applicable British and European standards, including relevant BS and EN requirements, and are subject to quality controls throughout the manufacturing process and supply chain.

The guarantee for performance and reliability applies only where the product has been correctly installed, glazed, operated and maintained in accordance with Vintage UPVC Products Ltd instructions and recognised industry practice. Products must not be subjected to misuse, abnormal loads, excessive operating forces, unauthorised alteration or any conditions beyond those reasonably expected in normal service.

The guarantee does not cover mechanical or surface-finish defects arising from willful damage, neglect, accidental damage, misuse, inappropriate cleaning materials, chemical contact, poor installation, inadequate maintenance or normal wear and tear.

Standard surface-finish cover does not apply where products are installed in aggressive atmospheric conditions, including coastal locations or heavy industrial or polluted environments within 1/2 mile. For installations in these locations, Vintage recommends the appropriate Coastal specification, which is supplied with its applicable coastal guarantee.

IMPORTANT **This guarantee does not affect the customer's statutory rights. Product-specific or supplier terms may also apply where stated.**

Contact and company information

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