

## **CERTIFICATE OF GUARANTEE**

Customer Name: \_\_\_\_\_ Date of Completed Installation: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Contract Number: \_\_\_\_\_

**Clover Conservatories and Construction Limited** will guarantee the installation for up to a period of ten years. The guarantee will repair where we deem it to be practicable and appropriate, and if not, to replace, free of all charges for labour and materials any fault due to defective materials or workmanship during the period of the guarantee.

### **Product**

The construction of a conservatory base is guaranteed for a period of ten years.

Any part of the uPVC framing in which fault occurs within ten years. Door sashes in direct sunlight (as deemed by the company) are subject to a five year warranty.

The 'Ultraframe' conservatory roof is guaranteed for a period of ten years.

The sealed glass units are guaranteed against failure (including condensation between the glasses of the units) for a period of five years. Scratches and blemishes are deemed acceptable to Glass and Glazing Federation directives, as is lead oxidisation, visual surface distortion on toughened glass and 'haze' on Pilkington 'K' Glass.

The hardware installation materials are guaranteed for a period of two years, including locking mechanisms, gaskets, door panels (including side and bottom panels).

Any sealed glass units installed into existing framework (not installed by ourselves) are guaranteed for a period of one year.

### **Conditions**

This guarantee does not extend to:

- Minor imperfections within the glass and outside the scope of the visual quality standards of the Glass and Glazing Federation.
- Damage due to misuse, neglect or lack of maintenance by you, or from causes beyond our control (for example fire, flooding, civil disturbance, criminal damage or acts of war).
- Specialist items installed (such as panel heaters, air cooler units) where the normal manufacturer's guarantee will apply.
- Any work(s) carried out by others associated with this installation or to those parts of this installation affected by the work(s) by other, other than work(s) carried out by this company or its employees or sub-contractors.
- Any condensation which appears on the outside of the panes of glass.

This guarantee will be invalidated if full payment has not been made prior to any claim.

This guarantee is transferable subject to terms and conditions.

This guarantee shall cease if any repairs or changes or alterations are made to the installation without written approval of the company.

Alterations to the guarantee certificate will invalidate the guarantee.

### **Claims**

Both Clover Conservatories and Construction Limited and the manufacturing company reserve the right to undertake a site visit at their discretion. In the event that there is no valid claim under this guarantee, the customer will pay for the site inspection at call out rates prevailing at the time of inspection.

In the event of any dispute, the maximum liability of either Clover Conservatories and Construction Limited or the manufacturing company will be up to the replacement value of the components and associated labour. Neither company shall accept any liability for consequential losses arising from any material defects under a warranty claim.

### **Important**

This guarantee shall not affect your statutory rights.

Signed on behalf of the company: \_\_\_\_\_