

15 Year Guarantee

Definitions

Goods - Materials as defined by the Order Confirmation document, which Alpine Aluminium Limited contractually agrees to supply from the pre-defined commencement date.

Services - Services & provision of as described in the Order Confirmation document, which Alpine Aluminium Limited contractually agrees to supply from the pre-defined commencement date.

Purchaser - Person, company or other organisation who places the order with Alpine Aluminium Limited or contracts Alpine Aluminium Limited for any goods and services.

Undertaking

- 1.0 Guarantees - The following warranties are given by us in respect of Goods installed as part of our Services.
- 2.0 Aluminium Products - Aluminium frames are guaranteed against distortion and joint failure for fifteen years from the date of delivery or installation.
- 3.0 Glazing - Glazed sealed units are guaranteed against failure that would render them not fit for purpose valid for up to fifteen years from the date of delivery.
- 4.0 Alpine Aluminium Limited adheres to guidelines set out by the Glass and Glazing Federation (GGF) for quality and clarity on glass and these will be adhered to when inspecting the quality of our glass units.
- 5.0 Uni-blinds - Uni-blinds are guaranteed against defects for a period of five years from installation. Any glass units that contain Uni-blinds will only be subject to a five year guarantee and the glass guarantee will be superseded by the Uni-blind guarantee.
- 6.0 Locks and Hinges - Locking mechanisms and hinges, and other moving parts, are guaranteed against failure for fifteen years from the date of delivery where it cannot be reasonably determined that improper use has taken place.
- 7.0 General Wear and tear resulting in cosmetic damage to the handles is not covered by this warranty.
- 8.0 Installation Services - Alpine Aluminium warrant that, where we have provided installation services: At the discretion of Alpine Aluminium Limited, we shall repair or replace any faulty components and moving parts, and remedy any labour faults which in accordance with the Sales of Goods Act 1979, can be reasonably defined as not fit for purpose, for a period of fifteen years from the termination date of installation; whereby the remaining balance of monies owed to Alpine Aluminium Limited is settled no further than fourteen days from the aforementioned termination date.
- 9.0 Powder Coating - Powder coated products are guaranteed for a fifteen year period for paintwork, against fading or corrosion.
- 10.0 Fensa - Where the goods installed are the replacement of existing windows and doors, we will issue a Fensa guarantee. Any new build, extension or new opening created will not be installed by a Fensa certified installer but not eligible for a Fensa guarantee as this is covered by building control.
- 11.0 Warranty Conditions - All claims should be notified to us at info@alpinealuminium.co.uk. You should do so promptly and in any event within seven days of noticing any failure for the avoidance of any delays in the action of your claim.
- 11.1 The agreement to the undertaking of this guarantee is only validated from the commencement of the date with which no outstanding monies are owed to Alpine Aluminium Limited.
- 11.2 The agreement to the undertaking of this guarantee is entered into on the basis that all goods supplied will be maintained as per Alpine Aluminium Limited's guidance.

Transfer

1.0 Alpine Aluminium Limited agree at our discretion to issue the transfer of guarantee's to new owner's upon receipt of written instruction and exclusively in the eventuality that all pre-defined stipulations have been adhered to & shall be thereafter. £250.00 + VAT is charged for this service.