



Customade (UK) Ltd Product Guarantee

PVC / Aluminium Window and Door Products

Customade (UK) Ltd has earned an excellent reputation for supplying quality products to the glazing industry for many years. It has always demonstrated a responsible and ethical attitude towards any product defects and will continue to do so. Most matters are resolved without the need to refer to formal guarantees and wherever possible this policy will continue. However, where any clarity of our product guarantee is required please refer to the following guidelines.

Customade (UK) Ltd warrants for a period of 10 years from the date of delivery that goods shall be fit for the purpose for which they are normally used provided the use is under normal conditions and that every reasonable effort has been made to ensure they are used in conjunction with good quality materials and workmanship. Other than outlined in this document all other warranties and conditions, expressed or implied, are excluded. This warranty relates to the operation of the window. The finish of hardware is guaranteed in line with our supplier's warranty, normally twelve months.

Liability of the seller under this warranty or otherwise shall be limited to replacement of the goods supplied by the seller, or, at the seller's discretion, the actual cost charged by the seller for the goods. The seller shall not be liable for the work or cost of fitting or installation of any replacement goods and shall be under no liability in respect of any consequential damage, loss of profit, damage suffered or expenditure incurred whatsoever, whether in contract or tort, in respect of any faulty goods and the buyer will indemnify the seller against any liability in tort of the seller to any third party.

Any replacement goods will be warranted only until the expiration of 10 years from delivery of the original goods.

Gareth Thomas
Sales Director - Customade (UK) Ltd