

Sterlingbuild Polycarbonate Dome and Accessories

Product Guarantee

All Sterlingbuild polycarbonate domes, when installed on the respective Sterlingbuild kerb and with the respective Sterlingbuild collars/accessories, are guaranteed against the effects of defective design, materials or construction for a period of **10 years** from the date of supply.

All other products (collars, curbs, ventilation systems, electrical components) are guaranteed for **12 months** from the date of supply.

The guarantee is subject to the following terms:

- Light transmission: maintains 94% of the original light transmission value determined according to the DIN5036 norm
- Yellowing: there will be no yellowing for spherical or pyramidal shaped domes in excess of 10 delta against the original value determined according to the ASTM D 1925-77-norm
- In the event of any claim being made, the following criteria must be met:-
 - The customer must inform us about the claim for guarantee by registered post, within a period of 1 month after becoming aware of any deficiency
 - The customer must send to us, within 1 month, the damaged product or sample section (required size of sample dependent on units supplied)
 - The customer must, within 1 month, provide us with a copy of the signed certificate and purchase invoice
- The tests on the guarantee materials will be tested by an approved laboratory appointed by ourselves. The result of the laboratory testing is binding. If the claims of the customer are dismissed, the cost of the test are at the customer's expense, payable upon invoice
- The obligation of the guarantee does not cover any consequential damage and is restricted, at our discretion, to the refunding of the invoice value, or the replacement of goods
- Every claim on the guarantee is legally null and void:-
 - After the expiry of the period of the guarantee which takes effect from the invoice date
 - On account of any damage during the installation or maintenance
 - As a result of any modification or of repair by the customer or by third parties
 - If the unit is not installed according to our installation instructions, which accompanies the delivery note, and which the customer confirms having received
 - If the products have not been maintained as per our maintenance schedule, which the customer confirms having received
- Any situation arising not covered by this certificate is covered by our general sales terms and conditions on the rear of invoice

If you need to contact Sterlingbuild regarding your product guarantee, please have to hand your original order confirmation or invoice.