

Product Warranty

1. General Information:

All goods supplied by Fibretech Fabrications Ltd of Unit E South West Water Business Park, St Cleer, Liskeard Cornwall PL14 6EQ ("The Company") to any party, are sold subject to our Terms and Conditions which are available on request and are on our website.

2. Aluminium Windows and Doors:

In relation to Aluminium Windows and Doors manufactured by us, the company offers the following warranty if the profile develops a fault, due to defective:

- 2.1. The powder coating of all our Aluminium products is subject to the location of where it is being installed and is given at time of order. This is available on request (as defined in our Terms and conditions).
- 2.2. The aluminium used in the manufacture of the windows and doors; we can provide the suppliers warranty of 10 years from the date of delivery/collection/installation on defective profile (as defined in our terms and conditions).

3. uPVC Windows and Doors:

In relation to uPVC windows and doors manufactured by us, the company offers the following warranty if the profile develops a fault, due to defective:

- 3.1. On white profile, 10years in respect to colour stability, shape retention, impact strength and resistance against attack from salt laden atmosphere, cement mortars and certain other materials used in house construction.
- 3.2. On foiled profiles, 5years in respect to adhesion of laminate, shape retention and impact strength retention.
- 3.3. This warranty is effective for a period of ten/five years (whichever applicable), from date of the delivery/collection/installation of goods (as defined in terms and conditions).
- 3.4. If uPVC product is supplied by us, warranty is covered by third party manufacturer's backed warranty and full detail are available on request.

4. Composite Doors:

In relation to Composite doors supplied by us, warranty is covered by third party manufacturer's backed warranty, if the Panel/furniture develops a fault, due to defective. Full detail are available on request.

5. Aluminium Panels:

In relation to Aluminium panels supplied by us, warranty is covered by third party manufacturer's backed warranty, if the Panel/furniture develops a fault, due to defective. Full detail are available on request.

6. uPVC Panels:

In relation to uPVC panels supplied by us, warranty is covered by third party manufacturer's backed warranty, if the Panel/furniture develops a fault, due to defective. Full detail are available on request.

7. Glass Units:

In relation to the glass units supplied by us, the company passes on the warranty from our supplier if the glass unit develops a fault, due to defective:

7.1. Glazed units are warrantied for a period of 5 years from date of delivery/collection (as defined in our Terms and Conditions).

8. Furniture:

In relation to hardware supply by us, the company passes on the warranty from our supplier if the furniture develops a fault, due to defective:

8.1. The operation and finish of the door furniture is covered by third party manufacturer's backed warranty and full details will be provided on request.

9. Additional Conditions:

The above warranties written in the document are given by the company subject to the following conditions:

9.1. The warranty does not apply to:

- 9.1.1. Defect due to negligence, subsidence, vandalism, flood, fire, civil disturbance, acts of war, wilful damage, tampering of any kind, extreme environmental conditions or excessive wear and tear.
- 9.1.2. Goods being installed incorrectly.
- 9.1.3. Goods being at all altered or modified.
- 9.1.4. Goods which have not been maintained in accordance with Company's recommendations for care and maintenance.
- 9.1.5. On all profile, the appearance will be evaluated on the significant surface. The significant surface shall be defined by the customer and is part of the total surface which is essential to the appearance and serviceability of the item. Edges, deep recesses, and secondary surfaces are not included in the significant surface. The organic coating on the significant surface shall not have any scratches through to the base metal. The organic coating on the significant surface is viewed at an oblique angle of 60' to the upper surface, none of the defects listed below shall be visible from a distance of 3 metres: excessive roughness, runs, blisters, inclusions, craters, dull spots, pinholes, pits, scratches or any other unacceptable flaws. The organic coating shall be of even colour and gloss with good hiding power. When viewed on site, these criteria shall be fulfilled as follows:
 - For parts used outside: viewed at a distance of 5 metres
 - For parts used inside: viewed at a distance of 3 metres.
- 9.1.6. Matching stained glass colours or profile Ral colours as these vary from batch to batch equally matching Ral colours uPVC to aluminium.
- 9.1.7. Any double-glazed units/panel with holes cut for extraction fans, cat flaps or similar.
- 9.1.8. Condensation is a natural phenomenon and is not caused by double glazed units. We cannot warranty that our goods will reduce or eliminate condensation. Surface condensation other than between the panes of glass will be warranted.
- 9.1.9. See terms and conditions for full details of conditions.

10. Making a warranty claim:

- 10.1. To make a claim under the warranty, you must either email enquiries@fibretech-fabrications.co.uk or write to us at: Unit E, South West Water Business Park, St Cleer, Liskeard, Cornwall, PL14 6EQ with the following information:
- 10.1.1. Your name and address as shown on the invoice of the goods, with the invoice number, Customer number, date of invoice/order date of delivery/collection/installation, full address of the installation/delivery of goods; and
 - 10.1.2. Detailed explanation of the faulty or defective good/part; and
 - 10.1.3. Attach/enclose images/photos or video clearly demonstrating the issue
 - 10.1.4. Please include contact information we can get hold of you regarding the claim. A daytime telephone number and email address.

Fibretech