

GENERAL INFORMATION

Supaglazing Online 10-year guarantee gives you piece of mind when you purchase exceptional quality means you don't have to worry about expensive repairs in the future (see table below for individual component guarantee:

Product Guarantee			
	2 Years	5 Years	10 Years
Frame	X	X	/
Glazing	X	/	X
Hardware	/	X	X

All Supaglazing Online products are guaranteed against the occurrence of manufacturing faults. The guarantee takes effect at the time the goods are delivered.

This guarantee covers the original purchaser only and proof of the date of purchase is required to validate it. This guarantee is non-transferable and is only valid while the purchaser remains in the occupation of the installation address. If you have not purchased a Supaglazing Online product(s) directly from us and therefore not accepted our 'Terms and Conditions' of sale, then you will not be able to make a claim under the guarantee.

The guarantee is conditional upon complying with the Supaglazing Online instructions and recommendations for 'Delivery, Handling and Storage, Cancellation and Returns, Installation and Care and Finishes' manuals. Failure to comply with these instructions and recommendations will invalidate this guarantee.

All components will be free of manufacturing defect when they arrive at your home. No manufacturing defect will appear during the period of this guarantee, subject to regular maintenance and cleaning by you on site.

Damage, including accidental, handling and storage and general wear and tear are not classed as manufacturing defects and are therefore not covered by this guarantee.

Please ensure you have read and fully understand the installation instructions provided before commencing installation.

External components can be affected by the weather. The location and environment will have a significant effect on the durability of the materials. Coastal and marine locations within a 5-mile radius of the sea are considered to be more severe environments due to the higher levels of salt content, moisture and chemicals in the air. Factors to consider are high winds coming in land from the sea with no shelter from hills or other buildings, corrosive effects from the saline rich wind driven rain and higher levels of UV rays.

Other factors for more aggressive environments to consider are high levels of pollution in industrial environments and anywhere chemicals can pollute the air, such as a swimming pool. Poorly ventilated rooms, moisture rich environments and severe temperature levels can all have a detrimental effect on the durability of your chosen material and operation.

Deterioration to any components, including but not limited to the material itself, surface area finishes and failure in mechanical operation that may be caused by the environment and location the

product is installed in, particularly areas with higher levels of salt content, are not classed as manufacturing defect and are therefore not covered under the guarantee.

IMPORTANT: *As the purchaser it is your responsibility to ensure the product(s) is suitable for the location and or environment it will be installed in, regardless of the delivery address provided to us on the order.*

Due to updated requirements of Building Regulations and home insulating aids to create warmer rooms, this often reduces the amount of ventilation and air temperature changes. The result is the formation of condensation on the coldest surface within a room as the moisture in the air produced by normal living activities is unable to escape. The formation of external condensation is a natural phenomenon and gives a good indication that your energy efficient windows, doors and or glazing are preventing heat loss from the property.

Condensation forming on the inside or outside of the window, door, glass or frame components is not classed as a manufacturing defect.

Condensation should not form inside the cavity of the sealed glazing unit during its guaranteed period.

All single, double and triple glazed units are guaranteed against the occurrence of manufacturing faults and supplied in accordance with 'GGF (Glass and Glazing Federation) standards. We will not accept any claims for defective glass that is not set out in the advice and guidance of the GGF.

For carrying out a glass inspection, stand at least 3 metres away from the glazing and view at a 90 degrees angle and look directly through the sealed unit(s). The glass must be viewed in natural daylight but not with the sun directly on it. Any moisture must be removed from the surface of the glass before inspecting.

GGF Guides:

- [Condensation](#)
- [Quality of Vision Guide](#)
- [Low Emissivity Glass](#)

By installing your product(s) you are accepting them in the condition that they have arrived to you in. We will not accept any claims under this guarantee for any anomaly reported after installation that would have been apparent following inspection of the goods, including but not limited to all types of damage, scratches and imperfections. This guarantee does not exclude any statutory rights of the purchaser. Please see individual product range guarantee and Supaglazing Online Home Owner Manual for additional information.

MAKING A CLAIM

If you believe you have a claim for a manufacturing defect under the guarantee terms as set out above, please contact our customer support helpline 03330041100 or email support@supaglazingonline.com. If you send an email please attach any pictures or video of the

problem, as well as internal/external pictures of the full product, as this will help us to solve the problem for you more effectively.

If you require a visit from Supaglazing Online representative, there will be an initial minimum call out charge of £250 before the visit can be arranged. If a manufacturing defect is found, this payment will be refunded. However, if upon inspection by the representative the guarantee claim is not caused by a manufacturing defect but is caused by insufficient maintenance, product misuse or by poor or incorrect operation or installation, the original charge will not be refunded. In every case a full and detailed site visit report will be provided within 7 working days of the visit, with recommendations of what action will be required to solve the problem.

If you experiencing a lock related issue and require a call out, there will be an initial minimum call out charge of £125 payable before we will attend site. A report will be provided within 7 working days after the inspection. If the lock is found to be defective due to manufacturing, then the charge will be refunded in full. If the lock issue is not caused by a manufacturing defect but is caused by poor or incorrect installation or misaligned doors, the original charge will not be refunded.

We will not accept any claims for additional expenses incurred if you have arranged for a third party to inspect and or carry out any remedial work that has not been previously reported and agreed by Supaglazing Online, including but not limited to – obtaining any independent specialist reports or arranging your own locksmith. If your claim has been accepted and agreed by Supaglazing Online, any defective components proven to be faulty will be replaced free of charge. This guarantee covers for the issuing of replacements part(s) only and does not cover any incidental expenses or losses, including but not limited to any additional works or labour required to fit the replacement part(s).

The repair or replacement of any components under the guarantee will not extend the original guarantee period.

HELP AND ADVICE

If you do need help or advice relating to the Supaglazing Online guarantee, please visit our 'Complaints Policy and Procedure' terms and conditions, and FAQ's webpage or contact us on 03330041100 or email support@supaglazingonline.com – we are here to help you.