

Oriel Windows Guarantee

Mr & Mrs Sample
123 Sample road
Sample
PO12 3AB

20th June 2018

11 x A rated windows
1 x Palladio composite front door

Oriel Windows hereby offers the following insurance backed guarantee and terms in relation to this installation.

Window and door frames are guaranteed against defective workmanship and/or defective materials for a period of 10 years starting from the installation completion date.

Sealed units are guaranteed against defective workmanship and/or defective materials for a period of 5 years starting from the installation completion date.

All windows and doors are covered by the Glass and glazing federation (GGF) insurance backed guarantee.

Fascia's, soffits, bargeboards, guttering, locks, handles and other moving parts are guaranteed against defective workmanship and/or materials for a period of 1 year starting from the installation completion date.

The following exclusions apply to the Guarantee;

1. this guarantee does not cover any accidental damage (including glass breakage), blockages, wear and tear, misuse of the product and any faults associated to condensation
2. this guarantee does not cover any problems associated with fading or discolouration
3. this guarantee does not cover any problems associated with the penetration of insects, misting and mould growth
4. this guarantee does not cover any problem in the event the consumer fails to adequately maintain the product or misuses the product

The choice of whether materials are either repaired or replaced is at the sole discretion of Oriel Windows. This guarantee is not transferable.

Complaints Handling Policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the industry Ombudsman.

The Glazing Ombudsman,
54 Ayres street
London
SE1 1EU
www.glazingombudsman.com
020 7397 7200

about your complaint. Normally, you will need to bring a complaint to the Glazing Ombudsman within six months of receiving a final written response from us about your complaint

This guarantee does not affect your rights under the consumer rights act 2015

This guarantee should be retained and kept in a safe place for future reference.

Shaun Rainbow

Oriel Windows owner