

## **TOTAL WINDOW SOLUTIONS**

### **Standard warranty Terms & Conditions.**

1. The Company undertakes to adjust or repair any UPVC component, in full or part to bring the item up to specification which is defective as a result of faulty materials or workmanship for a period of 10 years from installation.
2. The Company guarantees white and woodgrain UPVC profile in line with the time period that our supplier will guarantee their product. After this period this guarantee will warrant labour costs only.
3. All furniture and hardware are guaranteed in line with the time period that our supplier will guarantee their product. After this period this guarantee will warrant labour costs only.
4. The Company guarantees all its glazed sealed units in line with the time period that our supplier will guarantee their product. After this period this guarantee will warrant labour costs only. Impact damage, misuse or accidental damage will not be covered by this guarantee.
5. The Company's formal written warranty will be supplied to the customer upon receipt of payment in full. The Company reserves the right not to service the products under the guarantee until all monies relating to this or any other agreement with the company are received.
6. The warranty will be automatically void on any products that have been tampered with, adjusted or in any way been interfered with by any 3rd party who have not been authorised by TWS under any circumstance and for any reason without exception.
7. The Company will not be held responsible for any consequential loss of any nature whatsoever including without limitation any loss of earnings, any damage caused due to abuse or misuse, Impact or accident will not be covered by this guarantee. The company look to undertake any repairs, replacements or adjustments required in accordance with the guarantee and that shall be the maximum liability of the company.
8. The Company reserves the right to charge for the cost of the service call at any time.
9. The Company guarantee on all products supplied is non transferable.