

WARRANTY

UPVC Windows Online profiles are extruded using formulations that have been tried and tested from our approved suppliers. Our warranty is issued in association with our raw material suppliers.

UPVC Windows Online undertake to warrant their uPVC windows and doors, aluminium bi-folds and aluminium roof lanterns for a period of;

PROFILES

10 YEARS
WARRANTY

10 years with respect to colour stability, shape retention, impact strength retention and resistance against cement mortars and certain other materials used in house construction.

GLAZING

5 YEARS
WARRANTY

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

HARDWARES

2 YEARS
WARRANTY

Locks, handles, hinges and other moving parts are guaranteed against defective workmanship and/or materials for a period of 2 years from the date of delivery. (No hardware warranty is required/provided for aluminium roof lanterns)

WARRANTY DETAILS

During the period of the warranty and part of the profile found to be defective under the terms of this warranty will be replaced free of charge by UPVC Windows Online and will be delivered by UPVC Windows Online free of charge to the original delivery address. All parts would be on a supply only basis as per the original terms of sale.

This warranty is conditional on the products being handled and installed in a correct way and in compliance with any instructions, specifications or guidelines that are provided by UPVC Windows Online.

This warranty is effective for a period of ten/five/two years (whichever is applicable) from the date of delivery and shall not exceed the provisions contained herein. This warranty is issued and managed by UPVC Windows Online. This warranty is automatically applied and should be filed with your order confirmation email provided. Proof of purchase/order confirmation is required when making a claim against this warranty.

The following exclusions apply to the Guarantee;

1. This guarantee does not cover any accidental damage (including glass breakage), blockages, wear and tear, mis-use of the product and any faults associated with 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 penetrations of insects, misting and mould growth.
4. This guarantee does not cover any problem in the event that the consumer fails to adequately maintain the product or mis-use the product.
5. This guarantee is NOT transferable and will remain valid with the registered address as quoted on the order acknowledgement at all times.