

Highgate Joinery Joinery Guarantee

Our purpose made joinery is produced in our own workshop which ensures we carry out a stringent quality control process on every item made. We provide a commitment that should any fault occur under guarantee that is a result of faulty manufacture or poor workmanship by our company, we will repair or replace the item free of charge. We use the highest quality certified timber and we are confident that our joinery will outlast our guarantee. However our guarantee is subject to our guarantee terms and conditions.

Guarantees

- 10 year guarantee against manufacturing defects of joinery.
- 10 year guarantee against manufacturing defects of weather seals.
- 5 year guarantee against manufacturing defects of glazing units.

Guarantee conditions

10 year guarantee against manufacturing defects of joinery

The guarantee applies to all products manufactured to our specification. The guarantee excludes resin exudation, extractive staining, pin hold borer, stick marks or joinery manufactured to the customers' own designs or specifications. Joinery must be installed correctly and treated with the appropriate paint or finish and properly maintained; joinery that has not been installed correctly or treated with the appropriate paint or finish or maintained will not be covered by this guarantee.

10 year guarantee against manufacturing defects of weather seals

Weather seals that have been painted over or not cared for will not be covered by this guarantee.

5 year guarantee against manufacturing defects of glazing units

Single and double glazed units both come with a five year guarantee from the manufacturer. Visible signs of neglect, lack of maintenance or use of strong solvents/cleaning products will invalidate this guarantee.

The guarantees covered in this policy will be honoured providing the following conditions are met:

- All terms and conditions have been followed and products have been cared for and maintained.
- Highgate Joinery agrees that the defects are a result of faulty material and workmanship by the company.
- Full payment has been made for the goods.
- Products have been handled, stored, installed, decorated and maintained properly as agreed by Highgate Joinery.

Liability is limited to replacing faulty products provided and excludes repairs to other parts of the building damaged as a result of a defective product supplied by Highgate Joinery.

Exclusions from Guarantees

- Joinery supplied without primer

- Exclusions previously listed.
- People not employed or contracted by Highgate Joinery have carried out repairs to the product.
- Joinery that has swollen due to excessive absorption of moisture.
- Faults from misuse, neglect, damage, repair or modification by the purchaser.
- Customers' specific design and specification requirements.
- Products used in swimming pools or similar environments subject to high humidity levels.
- Pole cleaning or jet washing has been carried out on joinery.
- Damage outside of Highgate Joinery's control including, but not limited to, accident, fire, burglary, disaster or extreme weather.

Proof of purchase for any claim is the responsibility of the purchaser. The purchaser must provide proof of purchase in order to make a claim.

This guarantee does not affect your statutory rights.

Highgate Joinery
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