

TRADE WINDOWS GUARANTEE

Items manufactured by Roseview Windows

Roseview Windows guarantees to replace or repair – free of charge – any items fabricated by Roseview which develops a fault due to defective materials or construction within 10 (ten) years of the date of supply. For sprayed windows this applies to profile faces only.

This guarantee does not include labour costs* involved in the replacement or repair of these items. Replacement items will, wherever possible, be delivered to Roseview's customer.

Items not manufactured by Roseview Windows

Roseview Windows guarantees to replace – free of charge – any components supplied by but not manufactured by Roseview, such as (but not restricted to) glass, window furniture, window balances, mechanical and powered ventilators etc.

This guarantee does not include labour costs* involved in the replacement or repair of these items. Replacement items will, wherever possible, be delivered to Roseview's customer.

The length of guarantee is determined by the guarantee offered to Roseview by the issuing manufacturer.

Notes

This guarantee is given in addition to and not a substitution for Roseview's customer's rights under common law and by statute, provided that written notice of any guarantee claim is received by Roseview within the appropriate statutory period.

This guarantee is granted to Roseview's purchasing customer and is non-transferable.

Damaged items must be reported to Roseview before they are installed. Once installed, any damage that requires repair or replacement is not covered by this guarantee and will be chargeable.

Labour will be included free of charge for any item that fails within the first six months of supply due to manufacturing error or component failure. Outside of this period offering and charging for labour is entirely at Roseview's discretion.

If Roseview are required to visit a customer or project to inspect defects, a representative of Roseview's customer must also be present. If any defect is found to be caused by inappropriate installation methods, windows ordered to an incorrect size or any other reason other than defective materials, components or workmanship from Roseview, the inspection visit and any subsequent call-outs or work will be fully chargeable.

This guarantee does not cover condensation, the results of condensation or any other environmental effects on windows.

SPICGEM Ltd t/a Roseview Windows

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