

GLASS SQUAD

WARRANTY

At Glass Squad Ltd we offer a 10 year double glazed unit and rooflights guarantee from the date of the delivery note/invoice. If the glazed unit fails (a unit seal failure is deemed to be internal condensation within the double glazed unit cavity 'misting up') within the 10 year period it will be replaced free of charge provided that the original glass unit is returned to Glass Squad for examination. If on examination it is found that a seal failure has occurred, a refund for the cost of the unit and delivery charge will be made. Glass Squad is not responsible for any further costs arising from the failure of its products i.e. de-glazing and re-glazing of the faulty unit, only the replacement unit itself. If our rooflight was supplied on a supply only basis, installation, sealing and waterproofing are not covered by the guarantee and are the responsibility of the installer or roofing contractor.

Exclusions:

The Warranty will not cover:

1. Any shattering, cracking, breakage or other damage to glass.
2. Any consequential or subsequent loss of any nature, including any loss of profits.
3. Any failure or defect outside of the Term of the Warranty.
4. Any failure caused by an accident or any other external cause where the external cause includes, but is not limited to fire, theft, attempted theft, or explosion.
5. Any failure (including but not limited to, breakage or damage) arising from, or caused, directly or indirectly by any abuse, misuse or other improper use of the rooflight.
6. Any failure caused by walking on a unit that is not specified as 'walk on glass.'
7. Any claim arising, directly or indirectly from:
 - a. wear and tear, gradual deterioration or corrosion
 - b. any cleaning process or method not carried out in accordance with the operating and maintenance instructions for the rooflight.
 - c. use of a rooflight for anything other than its intended use.
 - d. Atmospheric or climatic conditions, moths, insects, birds, vermin, fungus.

Making a Claim:

All claims must include proof of valid warranty or proof of purchase, please quote your original order number when contacting Glass Squad directly.

The warranty claim must be made as soon as reasonably possible after the fault becomes apparent.

Claims may be processed using telephone or email.

If you wish to contact Glass Squad with any enquiries or to commence a claim, you may do so via the following methods:

Telephone: 01895 590 599

Email: sales@glasssquad.co.uk

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email: sales@glasssquad.co.uk, Tel: 01895 590 599