



**Dorking
Window
Company Ltd**

116 South Street, Dorking, Surrey. RH4 2EW

Tel: 01306 880666 – Fax: 01306 880980

Email: admin@dorkingwindows.com

• WINDOWS • DOORS • CONSERVATORIES •

VAT No. 856 1114 39 - Fensa Reg No. 28501

COMPANY GUARANTEE - PRIVATE

The Company Guarantees the following items for 10 years:

1. Aluminium and UPVC Window frames, Door Frames and double-glazed sealed units in windows, and doors. (This does not include hardwood timber windows, conservatory roofs or roof lanterns or roof lights).

NO GLASS BREAKAGE UNDER ANY CIRCUMSTANCE IS COVERED UNDER THIS GUARANTEE.

The Company Guarantees the following items for 5 years:

1. All uPVC and Aluminium Roof lanterns and Roof lights.
2. All Composite Doors
3. All double-glazed sealed units into uPVC and Aluminium roof lights, roof lanterns, and conservatories roof and windows. This includes any anti-sun solar glass and self-cleaning glass.
4. All internal blinds including the double-glazed unit in windows and doors.

The following items are guaranteed for a period of 3 years after installation:

Fully factory finished (Painted/Varnished) hard wood timber windows. After 3 years the windows may require re-decoration.

NB: - All untreated (Primed) hard wood windows are not guaranteed after installation unless decoration of windows has been carried out by Dorking Window Company.

The following items are guaranteed for a period of 2 years after installation:

All Locks & Hinges on doors and windows or any lockable opener in any material (uPVC, Aluminium, Timber and Composite)

The following items are guaranteed for a period of 12 months after installation:

1. Handles and Door Furniture & UPVC Trimmings including decorative/cosmetic bars, Fascia, Soffit & Guttering and silicone sealant.
2. Double glazed sealed units into Hardwood Timber windows, doors, conservatories roofs, roof lights and lanterns.
3. All door and window adjustments – in uPVC, Composite, Timber & Aluminium.
4. Gaskets & seals.

PLEASE KEEP THIS GUARANTEE IN A SAFE PLACE, IT MAY BE REQUIRED TO BE SHOWN TO THE SERVICE MANAGER.

If any item requires attention, please write to the above address and the service manager will contact you to discuss the matter.



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It is recommended that all UPVC frames should be cleaned with mild soapy water after installation and thereafter at three monthly intervals with a recommended UPVC cleaner.

Defects that are attributable to bad workmanship or faulty materials supplied by the Company must be **notified in writing by the customer to the Company within 3 days of completion of work.** Any defects will be investigated by the Company and if liability is accepted, will be rectified by the Company.

This guarantee does not affect the Customer's statutory rights.

SITUATIONS NOT COVERED BY THIS WARRANTY

It is the Customer's responsibility to final finish any timber supplied by the company within a reasonable time of completion of the work, The Company does not accept any liability in respect of such finishing.

The company will not accept liability for any minor imperfections in glass, which are inherent in the handling and manufacturing process of the glass. Please see the GGFI Glass guide on our website for further information.

The company does not guarantee against damage due to accidents, storm, flood, neglect, misuse, faults or premature deterioration that result from Customers failure to comply with the maintenance instructions. This includes all defects or damages caused by wind, hail, lightning, or other acts of God, accidents, vandalism, negligence or exposure to harsh chemicals or pollutants.

Normal occurrences of sunlight exposure, air pollutants and other normal atmosphere conditions that may cause uPVC surfaces to gradually fade, chalk or suffer an accumulation of surface dirt or stains. This also includes external discolouration of frame and seals from moss, mildew and mould. Internal seal/frame mould is also not covered as proper air circulation must be maintained by customer.

Windows that have been repaired or modified or attempted to have been repaired or modified by any person other than Dorking Window Company.

Defects, malfunctions, or failures to perform occurring due to unreasonable use, improper application or failure to carry out reasonable or necessary maintenance.

If Windows exceed the minimum or maximum sizes clearly indicated in order specification.

Damage to Windows or components caused by settlement or structural defects of the building in which they are installed.

Condensation on the interior (room side) glass surface of Windows, which is a sign of high humidity within the house, and changes in outside/inside temperature. Labour costs arising from investigation of an improper claim will be chargeable.

The company guarantee does not cover any aesthetic wear on gold, brass or any metal coated furniture.

The company does not guarantee the elimination of condensation by the products, which are the subject of the contract.



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Dorking Window Company is not responsible for any glass that is cracked or broken after installation, including effects of Nickel Sulphide Inclusions.

The items specified on the contract number as shown hereunder, are guaranteed for the period of Ten Years from the date of installation.

Any remedial work undertaken under this Guarantee will be carried out during normal business hours.

The Guarantee will be rendered Null & Void should the Customer breach any of the conditions of this contract.

MAINTENANCE OF WINDOWS TO BE PERFORMED BY CUSTOMER

Regular maintenance ensures that wind, noise and dust resistance of Windows will not reduce during the long service time. Windows need regular maintenance and cleaning once per year as a minimum. Maintenance includes the following: cleaning and lubrication of hinges; cleaning and lubrication of the shutter system; cleaning of Windows seals from dust and lubrication with silicon oil. Customer has to read and follow CLEANING, CARE AND MAINTENANCE instructions – shown on our website. *In case a customer wants maintenance to be performed by Dorking Window Company we reserve the right to charge labour and travel costs.*

This guarantee is with the named person only and is Non-transferable with any property sale.



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COMPANY GUARANTEE – RENTED/COMMERCIAL PROPERTIES

The Company Guarantees the following items for 5 years for Rented or Tenanted or Commercial Properties:

1. Aluminium and UPVC Window frames, Door Frames and double-glazed sealed units in windows, and doors. (This does not include hardwood timber windows, conservatory roofs or roof lanterns or roof lights).

NO GLASS BREAKAGE UNDER ANY CIRCUMSTANCES IS COVERED UNDER THIS GUARANTEE.

The Company Guarantees the following items for 2 years:

1. All uPVC and Aluminium Roof lanterns and Roof lights.
2. All Composite Doors
3. All double-glazed sealed units into uPVC and Aluminium roof lights, roof lanterns, and conservatories. This includes any anti-sun solar glass and self-cleaning glass.
4. All internal blinds including the double-glazed unit in windows and doors.

The following items are guaranteed for a period of 1 years after installation:

Fully factory finished (Painted/Varnished) hard wood timber windows. After a few years the windows may require re-decoration.

NB: - All untreated (Primed) hard wood windows are not guaranteed after installation unless decoration of windows has been carried out by Dorking Window Company.

The following items are guaranteed for a period of 12 months after installation:

5. Handles and Door Furniture & UPVC Trimmings including decorative/cosmetic bars, Fascia, Soffit & Guttering and silicone sealant.
6. All Locks & Hinges on doors and windows or any lockable opener in any material (uPVC, Aluminium, Timber and Composite)
7. Double glazed sealed units into Hardwood Timber windows, doors, conservatories roofs, roof lights and lanterns.
8. Gaskets & Seals

The following items are guaranteed for a period of 6 months after installation:

1. All door adjustments – in uPVC, Composite, Timber & Aluminium.

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The company will not accept liability for any minor imperfections in glass, which are inherent in the handling and manufacturing process of the glass. Please see the GGFI Glass guide on our website for further information.

The company does not guarantee against damage due to accidents, storm, flood, neglect, misuse, faults or premature deterioration that result from Customers failure to comply with the maintenance instructions. This includes all defects or damages caused by wind, hail, lightning, or other acts of God, accidents, vandalism, negligence or exposure to harsh chemicals or pollutants.

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Defects, malfunctions or failures to perform occurring due to unreasonable use, improper application or failure to carry out reasonable or necessary maintenance.

If Windows exceed the minimum or maximum sizes clearly indicated in order specification.

Damage to Windows or components caused by settlement or structural defects of the building in which they are installed.

Condensation on the interior (room side) glass surface of Windows, which is a sign of high humidity within the house, and changes in outside/inside temperature. Labour costs arising from investigation of an improper claim will be chargeable.

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The Guarantee will be rendered Null & Void should the Customer breach any of the conditions of this contract.

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This guarantee is with the named person only and is Non-transferable with any property sale.

By agreeing to our contract you are giving Dorking Window Company permission to use and hold your personal information for the lifetime of any guarantees, which will not exceed 10 years. Personal Data includes title, names, address, phone number, images, and email address, this information will not be shared with any third parties or used for any marketing purposes. However, in relevant cases your information will be passed to FENSA to provide you with further documentation.