

Guarantee

All upvc profiles, windows, doors, slabs and pvc panels supplied by TradeFrame NW Ltd carry a comprehensive guarantee from the date of delivery/installation provided that the goods have been paid for as per the contract.

In the unlikely event that a problem develops during the warranty period, we will repair or replace the faulty item in accordance with the guarantee periods. All efforts will be made to match the previous items supplied, but due to product development this cannot be guaranteed. Replacement parts will be to the same standard as original or improved.

Guarantee Periods

UPVC PROFILE/WINDOWS/DOORS 10 YEARS

This guarantee is backed by the profile extruder a copy of which can be supplied by request.
This guarantees the upvc profile will not warp, split, or discolour for 10 years from the date of installation/supply.
*Painted/foiled products 5 years

Composite door slabs 10 years*

This guarantees the door slab will not discolour
*This period is reduced to five years on hand applied stained products

GLASS UNITS 5 YEARS

Double glazed units are guaranteed for 5 years against the breakdown of the seal in the unit

Mechanical/metallic/moving parts 12 months

These parts are guaranteed for 12 months from the date of supply/installation,
Any adjustment maintenance or replacement are chargeable after this period
This includes window/door handles locking mechanisms hinges, stays, and furniture

Building works/installation

all works are guaranteed for 12 months

Performance quality and maintenance

Although the guarantee periods for your product ranges from 10 years to 12 months the life span of a upvc window /door with right maintenance and care can last a lot longer many decades in fact

Periodic maintenance/adjustment will be required to extend the life span of your product this is much similar to any household appliance or your car, your product is low maintenance NOT maintenance free to get the full expected life from it, please speak to our staff for any maintenance care tips you may need

Fair wear and tear and other considerations

EXAMPLES NOT COVERED UNDER GUARANTEE ARE THE FOLLOWING

- Scratched handles
- Scratched profile / door slabs
- Pitted or broken letter plates
- Scratched or broken glass (after delivery/installation)
- Snapped keys in locks