

A & B Glass Company Ltd (A & B Glass) - Warranty



- 1) This guarantee is effective for the stated periods from the date of full installation of our products as follows:

PVC-u window profile (i.e. frame) including doors, conservatories and frames supplied by A & B Glass is guaranteed for ten years from the date of installation.

All Hardware and initial adjustments are guaranteed for the first two years only from the date of installation. Minor adjustments including thermal movement adjustments and cosmetic defects are excluded from this guarantee. Faulty hardware components will be replaced up to two years from the date of installation where such items can be fitted by an A & B representee or approved installer.

Glass – Visual defects shall be assessed against GGF guidelines (Glass and Glazing Federation) a copy of which is available in our Care & Maintenance Guide on our website.

We will replace any standard, clear, unbroken sealed units affected by material visual obscuration (condensation within the panes) as a result of faulty manufacture for a period of ten years from the date of full installation.

This guarantee excludes spontaneous glass breakage, outer pane condensation viewed from inside/outside the property, scratches and anything outside of the GGF Guidelines. Fine scratches not more than 25mm long, bubbles, blisters or multiple particles are acceptable if they are neither unobtrusive or bunched.

Composite Doors – bow up to 5mm is acceptable.

- 2) This guarantee does not cover defects arising from fair wear and tear, accidents, neglect, misuse, corrosive substances, dust, movement of existing building or materials or other causes however applied or contracted.
- 3) We reserve the right to repair or replace defective items. Should any fault or defect appear in our product due to defective materials or workmanship we will ask for imagery and/or an inspection by an A & B representative of the item before any remedial works are agreed. If agreed we will replace the faulty material free of charge only after proof of fault has been ascertained via imagery and/or inspection.
- 4) The evidence of the use of abrasive cleaners invalidates any warranty claim. Some cleaning agents are not recommended and if used may affect this guarantee. We strongly advise that your new windows/doors should be cleaned regularly with soap/water and or a mild detergent, rinsed thoroughly and dried with a soft cloth or chamois leather. A Care and Maintenance Guide for our products is available on our website.
- 5) Claims under this guarantee must be made within 30 days of any defect coming apparent and will be rendered invalid if the products are altered, modified or transformed in any way by another person/contractor without prior written consent and agreement by A & B Glass.
- 6) Any unauthorised repairs or adjustments invalidate this guarantee. Inspections by third parties are not accepted as part of the warranty decision – this includes but is not limited to snag lists, thermal imaging reports and third-party contractor reports. Only an inspection/report from an A & B representative will be accepted to review before agreeing any warranty decision.
- 7) Any warranty claims should be referred directly to your house builder if within the first two years of occupancy. For warranty claims between 2-10 years please contact A & B Glass. You can visit www.abglass.co.uk and log your warranty claim on our **Book a Service Call** page.
- 8) Claims after the initial two year home builder warranty period may be deemed chargeable with a chargeable inspection where required.
- 9) A & B Glass will not be liable for any costs for removal or replacement of products that have been added to our PVCu profile or glass units and surrounding areas, including but not limited to blinds and glass protection films/foils. It is the responsibility and at the cost of the home owner to remove said items before any remedial works are carried out, refusal to do so will invalidate this guarantee and remedial works can be held until the product is in its installed state.
- 10) A & B Glass will not be liable for any consequential loss or damage however caused.
- 11) Where our suppliers permit us to transfer their guarantees to our customers such guarantees are hereby transferred at the prevailing cost.