

Warranty Information

Wooden Windows offers the following guarantees on its products:

- 5 year guarantee against manufacturing defects
- 5 year guarantee on gas filled sealed units

WARRANTY CONDITIONS

Wooden Windows manufacturing defects warranty only covers products which:

- The products have not been cut down in size after receipt
- The products have not been modified, repaired or altered
- The products have been installed correctly
- The product has not been damaged due to improper storage or fitting
- The product has been handled, and stored in accordance with our guidelines
- The product is fit for its intended use
- The product has been protected with a suitable paint / stain finish before being exposed to the elements
- Adequate periodical maintenance has been carried out, see our maintenance guide
- The buyer acknowledges that the product at the time of delivery was undamaged and free from any defects
- Adequate ventilation has been provided to regulate moisture content
- The surfaces of the windows have been kept clean, away from dirt and debris preventing excessive mould growth
- The products have not been exposed to excessive heat, fire or industrial chemicals etc.
- The coating has not been subjected to physical damage (from tools, ladders, or chemical damage)
- The product has not been subject to climbing vegetation
- Full payment has been made for the products

Wooden Windows gas filled sealed units warranty only covers products which:

- Have been purchased and provided by Wooden Windows along with a joinery product
- Have been glazed according to the glazing guide provided, using the tape and U9 silicone provided
- The product is fit for its intended use
- The buyer acknowledges that the product at the time of delivery was undamaged, unscratched and free from any defects
- The product is protected from contact with wet cement, hard objects, metals and materials likely to cause abrasive damage

EXTENT OF WARRANTY

- The warranty is effective from the date of delivery by Wooden Windows and shall continue for the period specified above
- The validity of any claim under the terms of this warranty in respect of any defect covered by this warranty will be subject to inspection by Wooden Windows
- The warranty covers a free of charge repair or replacement of any component deemed to have manufacturing defects from poor workmanship
- The warranty will not cover the cost of a Wooden Windows technician visiting your home or location if there is no fault found with the product

PLEASE FIND REFERENCE TO ALL OF OUR GUIDES BELOW:

- **Care of timber windows:**
<https://woodenwindows.com/guides/timber-window-care-guide.pdf>
- **Installation of timber windows:**
<https://woodenwindows.com/guides/fitting-window-guide.pdf>
- **Glazing guide:**
<https://woodenwindows.com/guides/fitting-glazing-guide.pdf>

We may disclaim responsibility for any defect or failure that may subsequently occur which is attributable to the non-compliance with the advice given on these information sheets.