



## **Direct Window Supplies Ltd Product Guarantee**

Direct Window Supplies Ltd guarantees the materials and components it supplies to you in accordance with the conditions set out below:

### **CONDITIONS**

#### **Guarantee**

1. In the event that any of the guaranteed materials or components specified in paragraph 2 below prove to be defective during the relevant guarantee period, also specified in paragraph 2 below, by reason of faulty workmanship on the part of DWS Ltd or the use of faulty materials in manufacture by DWS Ltd, we would then supply a replacement for the faulty part free of charge.
2. This guarantee applies to the following materials and components supplied by DWS Ltd to the customer for the guarantee period specified.

#### **Materials/Components**

#### **Guarantee Period**

Extrusions and general components

10 years

Sealed units will be replaced in the event of  
A unit breaking down (misting inside glass  
Panes)

10 years

3. Should Toughened Safety glass be used by DWS Ltd, it is manufactured to conform to BS6206A 1981 Impact Performance for Safety Glass.
4. The Guarantee period referred to in paragraph 2 above, commences in respect of any materials or components on the date of their dispatch from DWS Ltd to the customer.
5. This Guarantee does not apply to:
  - Normal wear and tear during the relevant guarantee period.
  - Any materials or components, which have been the subject of accidental damage, damage by mis-use or which have been damaged on installation by others.
  - Faults due to substandard installation.

This Guarantee is only valid in the UK. This Guarantee is in addition to and does not affect your statutory rights.