

Bryan Thompson Windows Ltd Customer Guarantee

Bryan Thompson Windows Ltd hereby offers the following guarantee terms.

-Window and door frames are guaranteed against defective workmanship and/or defective materials for a period of 10 years starting from the installation completion date.

-Sealed units in our new frames are guaranteed against defective workmanship and/or defective materials for a period of 10 years starting from the installation completion date. Replacement sealed units installed in any existing window frames carry a 1 year warranty.

Please note that A-rated sealed units may cause condensation to occur on the exterior of the window. This is perfectly normal and shows the glass is well insulated

-Fascia, soffits, bargeboards, guttering, locks, handles and other moving parts are guaranteed against defective workmanship and/or materials for a period of 5 years starting from the installation completion date.

-Conservatory bases are guaranteed against defective workmanship and/or materials for a period of 5 years starting from the installation completion date.

-Conservatory roofs are guaranteed for 10 years

-Composite door slabs are covered for a period of 10 years against warping, twisting and discolouration beyond manufacturer's guidelines. Slight fading and thermal distortion is to be expected.

-Dark coloured upvc door panels 5 years (i.e. Grey, Black, Rosewood or light oak)

-Blinds encased in sealed units 5 years, electrical components 1 year, and magnet controls 1 year.

-Roller garage door curtains are guaranteed for a period of 5 years against discolouration (roller marks are to be expected due to the nature of the product). Motors are guaranteed for 5 years. Any other garage door electrical items i.e. control boxes, and battery back-up devices are guaranteed for 1 year. Other types of garage door guaranteed in accordance with manufacturer guidelines.

-All other electrical items i.e. Heaters and fans 1 year (batteries and bulbs not included)

The following exclusions apply to the Guarantee;

1. This guarantee does not cover any accidental damage (including glass breakage), blockages, wear and tear, misuse of the product and any faults associated to condensation.
2. This guarantee does not cover any problems associated with the penetration of Insects, and mould growth due to condensation
3. This guarantee does not cover any problem in the event the consumer fails to adequately maintain the product or misuses the product.
4. Storm damage or act of god is not covered.

The choice of whether materials are either repaired or replaced is at the sole discretion of Bryan Thompson Windows Limited. This guarantee is not transferable and is with the purchaser only.

This guarantee should be printed and kept in a safe place for future reference.

At Bryan Thompson Windows Ltd we strive to offer the very best service and products available. In the unlikely event you should have any issues please contact us in the first instance either by telephone, email or letter and we will be more than happy to assist.

Thank you for your custom!

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