



**OAK TREE
RENOVATIONS**
BESPOKE JOINERY

Guarantee

1. General

1.1. Warranty period is calculated from the moment the Customer receives the purchased goods. Rights resulting from the Warranty Card are effective the moment all accounts with the Oak Tree Renovations LTD are settled.

1.2. Goods unpaid for are not included in the Warranty.

1.3. Warranty card is referred to as the certificate received by customer after all the works are complete and payed for.

1.4. Warranty is issued once the details of the invoice are submitted to Oak Tree Renovations LTD within 14 days of the date a flaw was detected. All claims must be submitted in writing.

1.5. Oak Tree Renovations LTD is obliged to answer to the claim within 28 working days.

1.6. Oak Tree Renovations LTD reserves the right to evaluate and qualify the damage.

1.7. Purchasing the product means accepting the warranty conditions.

1.8. The Customers' rights expire when window and door repairs/alterations were performed in the warranty period by an unauthorized person.

1.9. In case of unjustified notifications, all service costs will be covered by the Ordering Party.

1.10. Warranty is effective in all states within the European Union.

1.11. In cases not covered by the foregoing warranty, regulation of Act dated 27 July 2012 regarding particular terms and conditions of consumer sale are effective (Journal of Acts No 141 item 1176).

1.12. Nothing in these conditions will reduce your statutory rights relating to faulty or miss-described goods and services. For further information about your statutory rights contact your Local Authority Trading Standards Department or Citizens Advise Bureau.

OAK TREE RENOVATIONS LTD
Wyck Hill Lodge, Wyck Hill, Stow-on-the-Wold, Cheltenham, Gloucestershire. GL54 1HT
Registered Company – 08581757 ENGLAND
VAT No: 180 3415 31



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2. Timber windows & doors

2.1. 5 years for Hardwood windows and doors.

2.2. 5 years for Oak windows and doors.

2.3. 5 years for the tightness of glazed glass.

2.4. 5 years for ironmongery.

2.5. 5 years for the coating.

2.6. 5 years for locks and mechanism

3. Warranty does not cover:

3.1. Goods with flaws or defects due to which the price of such goods was lowered.

3.2. Goods with flaws, which are invisible after assembly and have no influence on the use value.

3.3. Goods with flaws resulting from improper storage, assembly or use.

3.4. Accidents beyond the Manufacturer's control and operation conditions (e.g. fire, flood, etc.).

3.5. Goods affected by mechanical damages: paint coat, elements of fitting, wooden, aluminium and UPVC constructions, panes – cracks and scratches of glazing suites.

3.6. Goods with the effects of usage of the chemicals and tapes of any kind.

3.7. The damages caused due to any random events.

3.8. The variations in shades of coat paints caused by the natural drawing of grain and the wood coloration, e. the visible structure of wood caused by the natural drawing of grain.

3.9. The natural changes of the color of wood under the stain coat caused by the actions of sunlight.

3.10. The natural wear and tear and minor defects which do not affect anyhow the usage of the product.

3.11. The defects caused due to improper use of the products including the use under inappropriate conditions inside the rooms – relative humidity under 40% or over 70%.

3.12. The defects caused by inappropriate protection of the product during the construction works (the soils of plaster, scratches, spills etc.).

3.13. Traits which are the result of using softwood e.g. a leakage of the resin . the soils of surface caused by the natural usage.

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4. Warranty is void when there is occurrence of:

- 4.1. Individual alteration.
 - 4.2. Wrong assembly not according to the instruction.
 - 4.3. Improper use.
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5. Warranty claim visual inspection terms

Painted wooden surfaces

5.1. The layer painted on its surface can vary in shades, which is the result of a natural attributes of wood. It is also the result of an ability to stain of the same kind of wood, which can be considered as an advantage underlining its naturalness.

5.2. The layer painted on its surface cannot have any scratches ranging up to the base of wood.

5.3. The layer must characterize with well cover without an excessive roughness, furthermore any damp patches, blisters, inserts, craters, matt stains, pores, hollows, scratches cannot be visible. Such criteria must be meet in the following conditions of assessment:

- a. the surface observed at the angle of 60 degrees (the angle of incidence) from the outer surface
 - b. the observation from the distance of 5m for the external components
 - c. the observation from the distance of 3m for the internal components If given defects are visible from the above mentioned distance, they should be fixed.
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6. Extended warranty inspection

- 6.1. Warranty can be extended after an inspection by Oak Tree Renovations LTD.
- 6.2. Warranty can be renewed to 10 years after inspection takes place.
- 6.3. Inspection must take place within two years of fitting of windows but not earlier than 18 months after fitting.
- 6.4. If inspection doesn't take place within the stated period in clause 7.3 warranty cannot be extended.
- 6.5. Any adjustments required to the windows and doors during inspection will be done free of charge, unless they are required due to improper use.
- 6.6. Any repairs required to pass the inspection will be done at an extra cost, unless they are needed because of improper use/accidental damage etc., but the customer will decide if they want to proceed with such repairs. If inspection fails and no repairs commence the warranty will not be renewed.

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