

# Guarantee



Installation type:

Customer:

Installation completion date:

**HUGO CARTER**  
BESPOKE WINDOW MANUFACTURER

Hugo Carter Limited hereby offers the following guarantee terms in relation to this installation.

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 if properly maintained once a year by Hugo Carter Ltd staff.

Guarantee is only valid if the products are installed by Hugo Carter Ltd or other FENSA registered installer.

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

Fascias, soffits, bargeboards, guttering, weather-bars, sills, architraves are guaranteed against defective workmanship and/or materials for a period of 1 year starting from the installation completion date.

Ironmongery, locks, handles and other moving parts are guaranteed against defective workmanship and/or materials for a period of 2 years starting from the installation completion date.

The opacity paint finish is guaranteed against discolouring or fading for the period of 5 years, if properly maintained once a year by Hugo Carter Ltd staff.

Varnish stain finish is guaranteed against discolouring or fading for the period of 3 years, if properly maintained once a year by Hugo Carter Ltd staff.

The following exclusions apply to the Guarantee:

1. this guarantee does not cover any accidental damage (including glass breakage), blockages, wear and tear, misuse and improper maintenance of the product
2. this guarantee does not cover any problems associated with the penetration of insects, misting and mould growth, discolouration, warping and twisting of wood caused by moisture in the room exceeding 60%, frost, water leakage, incorrect ventilation or air-conditioning
3. this guarantee does not cover any problems associated with fading or discolouration if improper chemicals or methods are used
4. this guarantee does not cover variation of wood shades and any natural colour changes of wood stain coatings caused by sunlight – varnish coatings
5. this guarantee does not cover any damage caused by improper transportation, storage and installation by the buyer (supply only)
6. this guarantee does not cover any damage due to improper protection of the product for the duration of the construction works
7. any unauthorised repairs or alterations will automatically invalidate the guarantee

The choice of whether materials are either repaired or replaced is at the sole discretion of the Hugo Carter Ltd. This guarantee is not transferable.

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

