

Product Guarantee

1. Components

HWL (UK) Limited trading HWL Trade Frames ('HWL') use only quality parts, materials, fittings, and other components for its products, and the purchaser shall be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer of the products concerned (each a 'manufacturer's guarantee'). The PVC-U white profile and PVC-U laminated profile used by us is supplied with the benefit of a 10-year manufacturer's guarantee (to which conditions apply) and a copy of such guarantee is available on request.

2. HWL Products

Subject as provided below, HWL guarantees products manufactured and sold by it to the purchaser of the same as follows:

- For The Residence Collection and other Upvc products manufactured by it against faulty workmanship only for the period of 10 years from the date of purchase;
- For hinges, locks, handles, and other fittings and ironmongery incorporated into products manufactured by it against faulty workmanship for the period of 10 Years (certain handle finishes are 2 years, see suppliers guarantee for details) from the date of purchase; and
- For Glass incorporated into products manufactured by it against faulty materials and workmanship for the period of 5 years from the date of purchase.

Where a valid claim under the guarantee in this part A2 (the 'HWL guarantee') is notified to HWL during the applicable period with evidence of the purchase date in accordance with the claims procedure outlined in Part C below, HWL will repair or, at HWL's sole discretion, replace the product concerned (or the part of the product concerned in question) free of charge.

PLEASE NOTE: HWL will not be responsible for the fitting or installation of any replacement products or parts supplied under the HWL guarantee, which must be undertaken by the purchaser at its own cost and expense in all respects.

B. Conditions

The HWL guarantee is given by HWL subject to the following conditions:

1. HWL shall be under no liability in respect of any defect in the products concerned unless and until HWL has been given free and unrestricted access to the products concerned to enable it to assess the validity of any claim under the HWL guarantee;
2. The HWL guarantee does not extend to parts, materials, or fittings not manufactured by HWL, in respect of which the purchaser shall only be entitled to the benefit of any such warranty or guarantee as is given by the manufacturer of the products concerned to HWL;
3. HWL shall be under no liability in respect of any defect in the products concerned arising from any drawing, design, or specification supplied by or on behalf of the purchaser;

4. HWL shall be under no liability in respect of any defect arising from fair wear and tear, willful damage, negligence, abnormal working conditions, faulty installation, failure to follow the Manufacturer's instructions (whether oral or in writing), misuse, or alteration or repair of the products concerned without HWL's approval; and
5. HWL shall be under no liability under the HWL guarantee (or any other warranty condition or guarantee) if the total price for the products concerned has not been paid by the due date for payment.

C. Claims procedure

Any claim, whether made under a manufacturer's guarantee or the HWL guarantee, should be made directly to HWL as soon as the purchaser becomes aware of the defect giving rise to the claim. The claim itself should be made in writing setting out the date and place of purchase and giving a brief explanation of the problem which has led to the claim. This should then be sent together with proof of the purchase date (preferably a receipt) by email or to the following address:

HWL Windows
Unit 6 Maybrook Industrial Park
Armley Road, Leeds
LS12 2EL

PLEASE NOTE: It is essential that any letter of claim under the HWL guarantee must reach the company no later than the last day of the period specified for the product or part concerned in paragraph A2. Late claims will not be considered. Any letter of claim under a manufacturer's guarantee must be submitted in accordance with its terms and any applicable conditions.

D. General

The HWL guarantee does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage. The HWL guarantee is offered as an extra benefit and does not affect the purchaser's statutory rights as a consumer. Copies of applicable manufacturer's guarantees and additional copies of the HWL guarantee can be obtained by writing to the above address (given under the heading 'Claims Procedure').

The Residence Collection Component Warranties

