

Certificate of Guarantee

CONTRACT No : Date :

Network Veka Ref No :

Fitted at:

Your Classic products are manufactured from the finest materials and we are pleased to confirm that a Guarantee of ten years will apply to the function and durability of items in your installation, subject to the installation being maintained in accordance with the guidelines given in the Network VEKA general maintenance manual

PVCu Frames: 10 years

Hardware & Fasteners: 10 years

The guarantee shall not apply to the surface finish of hardware. Brass furniture, catflaps, electrical goods and mechanical ventilators as guaranteed by the supplier.

Double Glazed Sealed units: 10 years (excluding glass breakage)

No liability shall be accepted for minor blemishes or imperfections. The glass will comply with Glass and Glazing Federation Visual Quality Standards.

Gaskets: Black 10 Years, White 2 years

Door Panels: 10 years

Conservatory Roofs: 10 Years

This does not cover associated works other than the PVCu items

Conservatory Base: 10 years

Roofline: 10 years

Regular maintenance is a specific requirement under the terms of this ten year guarantee. If you do not wish to maintain your products yourself, we recommend you take out a Network VEKA Annual Service Agreement.

This guarantee assumes all balances are paid in full. This guarantee does not cover service, repair or maintenance necessitated as a result of negligence, misuse or failure to follow guidelines given in the Network VEKA General Maintenance Manual, a copy of which will be provided by Network VEKA with their independent guarantee.

Claims Procedure:

In the event of any defect arising in the works the matter should immediately be reported to the service department, quoting the Classic Ref number detailed at the top of this page

Main office tel number 01554 777158

Service Department direct line 01554 779035

E-mail: enquiries@classic.uk.com

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Definitions

"Classic PVC"/"Guarantor" means Classic PVC Home Improvements Ltd of Unit 36 LEC Workshops, 100 Trostre Road Llanelli, CARMS, SA15 2EA;

"Works" means the works described in the original contract;

"Certificate Holder" means a person or body corporate described overleaf;

"Consequential loss" means any indirect, special or consequential damages or losses suffered or incurred by the Certificate Holder and for the purposes of this guarantee indirect, special or consequential damages or losses shall include but not be limited to damages to or losses of data, furniture or equipment, economic loss or damage, damage or loss of profits, interest, business revenue, anticipated savings, business or goodwill, and losses costs or expenses which are not directly incurred by the Certificate Holder wholly in respect of or which are additional to the remedial work for which indemnity is provided by this guarantee, the costs and expenses of any redecoration, repainting or retiling work, the costs and expenses of removing and/or replacing any cupboards, carpets or other furniture, or any other fixtures or fittings and the incurring of liability for losses or damages of any nature whatsoever suffered by third parties (including in each case incidental and/or punitive damages), even if the Guarantor is advised in advance of the possibility of any such losses and/or damages.

Exclusions

The Guarantor shall not be liable for:

1. The cost of routine maintenance or modifications or loss or damage arising there from, any damage or defect caused by any peril capable of being insured under a commercial property, household or similar policy of insurance whether or not such insurance is effective or in force at the time or for which compensation is provided by legislation.
2. Any loss of use or consequential loss of any nature.
3. Any damage caused by war risks, sonic booms or nuclear radiations.
4. Any damage caused by fair wear and tear, sunlight, storm or deterioration due to neglect or maintenance.
5. Breakage of glass for any reason.
6. Any remedial works undertaken without the consent of the Guarantor.

Conditions

1. In the event of any loss or damage occurring the Guarantor may at its option repair, replace or pay in cash the amount of the loss or damage.
2. The certificate holder (s) shall take all reasonable precautions to avoid losses that are or may be recoverable under this guarantee.
3. The certificate holder (s) benefit under this guarantee is governed by English Law and will be forfeited if that Certificate Holder knowingly makes a fraudulent claim.

Transferability

The certificate holder can assign his interest under this Guarantee to successors in title, provided:

- a) the successor is the owner occupier of the address of installation of the works;
- b) the period of Guarantee has not expired.
- c) it can be demonstrated that the products have been maintained.

There will be an administrative charge to cover the costs of a transfer. The amount of such charge will be notified to the successor by Classic PVC on receipt of a written request of a transfer.

Data Protection

The data supplied by you will only be used for the purpose of processing your Guarantee and handling any claim which may arise. The data supplied will not be passed to any other. It is important that the data you have supplied is kept up to date. You should therefore notify the Guarantor promptly of any changes. You are entitled upon the payment of an administration fee to inspect the personal data, which is held about you. If you wish to make such an inspection, you should contact the Guarantor. The Guarantor may respond to enquiries by the Police concerning your guarantee in the normal course of their investigations and where it is necessary to administer your guarantee effectively or to protect your interests. The Guarantor may disclose the data you have supplied to other third parties such as solicitors, loss adjusters, motor garages, engineers, repairers, replacement companies and the insurers, etc.

