



AJ&D Chapelhow

WARRANTY



AJ&D Chapelhow utilise the latest technical innovations combined with heritage skills and techniques handed down over generations and we are proud to supply a truly British quality product from design to installation

We purchase from British suppliers for our ironmongery & fittings and our timber is sourced only from suppliers that hold either the FSC® or PEFC™ chain of custody certification schemes.

We undertake to warrant our windows and doors for a period of:



10 Years Manufacturing Warranty. Covering timber and manufacturing integrity, starting on the date of final payment.



12 Months Installation Warranty Issues due to installation failures are resolved at no cost if reported within a reasonable time frame.



5 Years Glass Warranty. This is a third party warranty given by our suppliers.



12 Months Paint / Finish / Powder Coating Warranty. This is a third party warranty given by our suppliers.



Hardware Warranty. This is a third party warranty given by our suppliers.

THE FOLLOWING EXCLUSIONS APPLY:

1. This warranty does not cover third-party components (e.g. glass, ironmongery, hardware, seals, aluminium powder coating), which are subject to third-party warranties. Details of all 3rd party components are available on request.
2. Goods supplied incomplete, partially manufactured, unglazed, or without hardware have a restricted warranty, covering only Seller-manufactured elements. Defects from Purchaser or third-party modifications void the warranty.
3. This warranty does not cover any problems in the event that the consumer has failed to adequately maintain or misuses the product, defects from environmental factors, extreme designs, or improper maintenance .
4. Black or near-black paint/stain defects may be excluded due to heat absorption.
5. Further details, full Terms and Conditions are available on our website: www.ajdchapelhow.co.uk
6. Defects must be reported to our customer services team via email: customerservices@ajdchapelhow.co.uk