

# **GLAZING**VISION

rooflight warranty



Please note: If you are a Consumer you are entitled to certain statutory rights in relation to goods purchased from Glazing Vision and your statutory rights as a Consumer are not affected by this warranty.

**Definitions**

The following definitions apply in this document:

“Consumer” means an individual acting for purposes that are wholly or mainly outside that individual's trade, business, craft or profession.

“Ex-Display” means typically end of line products, products that have been manufactured for marketing purposes, or products that may have been cancelled. These rooflights will conform with their description, are free from material defects in design, material and workmanship, except for those that have been described online and in the Confirmation of Order prior to the purchase and delivery of the Goods.

“Fakro” means FAKRO GB Limited, a company registered in England and Wales with company number 04009932 and whos registered office is at FAKRO House, Astron Business Park, Hearthcote Road, Swadlincote, Derbyshire DE11 9DW.

“Glazing Vision” means Glazing Vision Limited, a company registered in England and Wales with company number 02987024 and whose registered office is at Saw Mills Road, Diss, Norfolk, IP22 4RG.

“Korniche” means the brand of roof lanterns manufactured by Aanco (UK) Ltd t/a Made For Trade. The registered office is Wellington House, Wynyard Avenue, Wynyard, Billingham, TS22 5TB and their company registration number is 1777602.

“Sona Shades” means Sona Shades Ltd, whose registered office is Reedham House, 31 King Street West, Manchester, United Kingdom, M3 2PJ and their company registration number is 12405458.

“Term” means the term of the Warranty calculated in accordance with clause 4.

“The Manufacturer” means the manufacturer of the product, including but not limited to, Fakro, Glazing Vision Limited, Keylite Roof Windows and Korniche Roof Lanterns.

“Warranty” means the Warranty provided by Glazing Vision to you on the terms set out in this document.

**1. Conditions of the Warranty**

- 1.1. In addition to any of your statutory rights as a Consumer, this Warranty will apply to rooflights which have been purchased directly from Glazing Vision, and which:
  - 1.1.1. Have been installed by Glazing Vision, Glazing Renovations; or
  - 1.1.2. Are judged by Glazing Vision to have been installed according to either Glazing Vision’s or The Manufacturers’ instructions, and
  - 1.1.3. Are judged by Glazing Vision to have been maintained according to either Glazing Vision’s or The Manufacturers’ instructions.
- 1.2. The validity of any claim under the terms of this Warranty in respect of any defect covered by this Warranty will be subject to inspection of the faulty parts by Glazing Vision.
- 1.3. Without limit to your statutory rights as a Consumer, whilst any sums payable by you to Glazing Vision remain outstanding the Warranty shall have no effect and will not apply to any goods purchased by you.

**2. Extent of the Warranty**

- 2.1. Subject to the conditions and exclusions set out within this document and for the Term of the Warranty:
  - 2.1.1. Glazing Vision will provide the free of charge repair or replacement of any component found by either Glazing Vision or The Manufacturer to be defective as a result of poor workmanship. This service will be carried out by The Manufacturer.
  - 2.1.2. Glazing Vision will meet all travel costs of its technicians relating to travel within mainland United Kingdom only. However, all reasonable travel costs incurred by Glazing Vision’s technicians relating to travel to and from any destination where the rooflight is located outside of mainland United Kingdom (including all reasonable accommodation and sustenance expenses properly and necessarily incurred by Glazing Vision’s technician) will be borne by you.
  - 2.1.3. Glazing Vision will meet all labour costs of removing the defective part and of refitting the replacement part.
  - 2.1.4. The Warranty will not cover the cost of a Glazing Vision technician visiting your home or location if there is no fault found with the rooflight. In such cases, this cost will be charged at the current daily rate (details of which are available on request from Glazing Vision).
  - 2.1.5. Any components removed from the rooflight and replaced will automatically become the property of Glazing Vision.
  - 2.1.6. If a warranty visit is arranged with your agreement and Glazing Vision arrive but cannot commence the warranty work due to not being able to access site/premises, you will be charged on aborted visit rate.

- 2.1.7. For all warranty and chargeable repairs, we will endeavour to attend your rooflight as soon as practicably possible. Please note that if this appointment is declined, we retain the right to combine your visit with another in the area; this may take slightly longer to reallocate, depending on your location.
- 2.2. If the rooflight is deemed uneconomical to repair by Glazing Vision, the cost of removing, replacing and reinstalling the unit will be met by The Manufacturer subject to the following exclusions:
  - 2.2.1. The cost of providing any crane or lifting equipment access for the replacement unit to the upstand or the arrangement;
  - 2.2.2. The cost of any health and safety requirements during access and replacement of components or rooflights to the upstand or arrangement;
  - 2.2.3. The cost of providing any crane or lifting equipment if required to move the replacement unit from the delivery vehicle to the upstand;
  - 2.2.4. The cost of arranging for the closing of any highway or other access road (if applicable), all of which shall be the sole responsibility of the customer.
- 2.3. In the event of a replacement part being replaced under warranty, then your warranty term will be uneffected.
  - 2.3.1. If you are required to pay for a replacement part 'out of warranty' then that part will come with a 6 month warranty.
  - 2.3.2. If you are required to pay for a whole refurbishment of electronics/motor mechanisms (i.e. a complete system change), these will come with a 12 month warranty.

### 3. Exclusions

- 3.1. The Warranty will not cover:
  - 3.1.1. Any shattering, cracking, breakage or other damage to glass.
  - 3.1.2. Any consequential or subsequent loss of any nature, including any loss of profits.
  - 3.1.3. Any exclusions listed on the Fakro Guarantee.
  - 3.1.4. Any exclusions listed on the Korniche Guarantee.
  - 3.1.5. Any exclusions listed on the Sona Shades Guarantee.
  - 3.1.6. Any failure or defect outside of the Term of the Warranty.
  - 3.1.7. Any failure caused by an accident or any other external cause where the external cause includes, but is not limited to fire, theft, attempted theft, or explosion.
  - 3.1.8. Any failure due to loss of electrical connection to electronically operated rooflights. Electrical power needs to be maintained to preserve the condition of batteries. Any prolonged period where a unit is not connected to an electricity supply may result in premature failure of batteries which may require a replacement not covered under this Warranty.
  - 3.1.9. Any failure due to connection to a power supply of incorrect voltage.
  - 3.1.10. Any failure (including but not limited to, breakage or damage) arising from, or caused, directly or indirectly by any abuse, misuse or other improper use of the rooflight.
  - 3.1.11. Any failure caused by walking on a unit that is not specified as 'walk on glass.'
  - 3.1.12. Any claim arising, directly or indirectly from:
    - 3.1.12.1. wear and tear, gradual deterioration or corrosion.
    - 3.1.12.2. any failure to follow installation and commissioning instructions provided or made available to you by either Glazing Vision or The Manufacturer.
    - 3.1.12.3. any cleaning process or method not carried out in accordance with the operating and maintenance instructions for the rooflight.
    - 3.1.12.4. failure to follow the operating instructions in the O&M Manual provided by The Manufacturer.
    - 3.1.12.5. use of a rooflight for anything other than its intended use.
    - 3.1.12.6. scratching or chipping of powder coated or painted framework.
    - 3.1.12.7. overhaul, repair or attempted repair or modification or any loss or damage caused by them, where the work is not carried out by Glazing Vision or The Manufacturer.

- 3.1.12.8. Atmospheric or climatic conditions, moths, insects, birds, vermin, fungus.
- 3.1.13. Any claim of whatever nature directly or indirectly caused by, or contributed to, or arising from:
  - 3.1.13.1. impairment of the rooflights operation or performance as a result of local obstacles causing interference with the operation.
  - 3.1.13.2. any loss caused by acts of war, terrorism, nuclear explosion, sonic boom or radioactivity.
  - 3.1.13.3. any loss resulting from pressure waves caused by aircraft and other aerial devices travelling at sonic or subsonic speed.
  - 3.1.13.4. any loss resulting from any item or substance falling from any aircraft or other aerial devices.
- 3.1.14. Any claim where the rooflight, any defective or faulty component or any other part of the rooflight has not been retained by the customer for inspection by Glazing Vision.
- 3.1.15. The cost of providing access or complying with health and safety requirements for access to the unit or any replacement parts or unit to the upstand, or the arrangement and cost of any crane or lifting equipment to move a replacement unit or parts from the delivery vehicle to the upstand, or the cost of arranging for the closure of any highway or other access route (if applicable).
- 3.1.16. Travel costs of Glazing Vision's technician(s) incurred outside mainland United Kingdom (including all reasonable accommodation and sustenance expenses properly and necessarily incurred by Glazing Vision's technician).
- 3.2. Nothing in this agreement shall limit or exclude Glazing Vision's liability for:
  - 3.2.1. death or personal injury caused by its negligence;
  - 3.2.2. fraud or fraudulent misrepresentation;
  - 3.2.3. breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession); or
  - 3.2.4. any other liability which cannot be limited or excluded by applicable law.

**4. Term of Warranty**

- 4.1. This Warranty is for the following periods:
  - 4.1.1. 1 year (for rooflights which have been sold as an 'ex-display' item); or
  - 4.1.2. 2 years (for rooflights installed by others); or
  - 4.1.3. 2 years (for all Sona Shades and Topshade Blinds), subject to The Manufacturer's warranty terms and conditions; or
  - 4.1.4. 5 years (for Pitchglaze, Pitchvent, or Pitchridge roof windows installed by NFRC registered installers), excluding batteries and all other electrical or electronic components or moving parts which are covered for 2 years. A valid Certificate of Installation must be returned to Glazing Vision to qualify.
  - 4.1.5. 10 years (for rooflights installed by Glazing Vision), excluding batteries and all other electrical or electronic components or moving parts which are covered for 2 years.
  - 4.1.6. 10 years (for all Fakro Roof Windows), subject to The Manufacturer's warranty terms and conditions.
  - 4.1.7. 10 years (for all Korniche Roof Lanterns), subject to The Manufacturer's warranty terms and conditions.
- 4.2. The term commences from the date of supply by Glazing Vision or The Manufacturer.
- 4.3. The Warranty is transferable by informing Glazing Vision in writing of the new owner of the property's name, address, telephone number and order number.
- 4.4. Replacement of components under the Warranty does not affect the term of the Warranty.
- 4.5. The Warranty will terminate if any work is requested and there is found to have been a fraudulent representation of the facts to Glazing Vision.
- 4.6. The customer may purchase a separate service agreement for a rooflight which has been installed by Glazing Vision. The periods of each service agreement are fixed twelve month increments commencing on the date of supply by Glazing Vision and/or each anniversary thereof. If you would like to receive a copy of the service agreement and discuss signing up to the service agreement, please contact the Glazing Vision head office.
- 4.7. Subject to the terms and conditions of the service agreement, the period of warranty on a rooflight is extended for the duration of any current service agreement.
- 4.8. Subject to clause 4.1 above, the warranty will terminate immediately upon termination of any current service agreement.

## 5. Making a Claim

- 5.1. All claims must include proof of valid warranty or proof of purchase, please quote your original order number when contacting Glazing Vision.
- 5.2. The warranty claim must be made as soon as reasonably possible after the fault becomes apparent.
- 5.3. Claims may be processed using telephone, email or by letter.
- 5.4. Every effort will be made to attend any warranty claim in a timely manner, Glazing Vision allocate the works based on severity and location to our field service teams. Our aim is to resolve your warranty claim within 60 days.

If you wish to contact Glazing Vision with any enquiries or to commence a claim, you may do so via the following methods:

Telephone: 01379 658300

Email: [customerservices@glazingvision.co.uk](mailto:customerservices@glazingvision.co.uk)

Postal Address: Customer Services, Glazing Vision, Sawmills Road, Diss, IP22 4RG

If you know your original order number, please make a note of it here

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