



### **Product Guarantee**

Thank you for your order from Granada Glazing Limited, we aim to supply a product that – with regular maintenance – will give many years of trouble-free operation.

We have invested heavily into our machinery, premises, and people, to ensure that the quality of the finished product is consistently delivered to the best of our ability.

Our products come with a 10 year guarantee on the frame and a 2 year guarantee on the moving parts, excluding spring balances which are covered for 12 months.

### **Disclaimer**

Should the product be tampered with and/or any non-approved paint/equipment is fitted and or applied to the product such as signs, weights, lights, and other auxiliary items, or operated in a way other than the intended use, then the warranty will be considered void.

This Warranty is not transferable and will terminate if property ownership is changed and/or abandoned.

Any claim made must be in writing to Granada and the units returned as this is a return to factory warranty, if this is not possible appropriate parts may be supplied to the installer at Granada's discretion. The warranty does not include engineer callout. Granada shall have no further liability to the Customer. Granada shall not in any circumstances be liable for any damages, compensation, costs, expenses, losses or other liabilities whether direct or consequential.