



# Guarantee

This guarantee is issued by Falcon Windows Ltd in respect of PVC-u products installed by operatives of Falcon Windows Ltd in accordance with their terms of contract, for a period of Ten Years from the date below.

Date: ..... / ..... /20.....

Customer Name: .....

Invoice Number: ..... Window/s  Door/s



**FALCON**  
*Windows*  
**Ltd**

Tel: 01473 288690

Conservatory (Yes/No) Roofline (Yes/No)

This guarantee is transferable to future proprietors  
Vat Registration No. 807 0120 78 Registration No. 4128665

**FENSA**  
Registered  
Number 26333

Head Office: Unit 23/24 Brookhouse Business Park Hadleigh Road Industrial Estate, Ipswich IP2 0EF

### **Guarantee Terms & Conditions**

This guarantee is issued by Falcon Windows to the owner and exist for 10 years from completion of installation providing the following terms and conditions are met.

- The guarantee only becomes valid after full payment of the contract price has been settled. This also applies to your independent insurance backed guarantee and Fensa certification. If costs are incurred by Falcon Windows Ltd to recover monies on your account, these guarantees become invalid
- All moving parts/hardware are covered for 12 months subject to regular maintenance as advised in our document enclosed within this pack and on our website. Failure to maintain your Hardware will result in any replacements being chargeable
- Double glazed sealed units are covered for 10 years against breaking down causing internal condensation however astragal bar units over .75 m<sup>2</sup> would incur a labour charge fee to reinstall the bars onto the units. The broken glass caused by accidental or intentional damage as well as the implosion of units is not covered under this guarantee and replacements will be chargeable
- This guarantee does not cover normal wear and tear on furniture such as marks on handles from finger jewellery. Stainless-steel hardware needs to be maintained properly especially near saltwater environments
- Doors are only covered by this guarantee providing that the locking mechanism is fully engaged when the door is shut. Failure to engage the mechanism when closed can lead to the door leaf bowing. In this event a thorough inspection would take place to ascertain if the door had been correctly maintained
- In the event of product failure due to manufacturing issues, we may instruct the original manufacturer to contact you directly and arrange remedial works. Due to our manufacturer's locations in different parts of the country this may sometimes take a while to book in
- In the event of reporting a service call please phone the office number on the front of this document, by phoning mobile numbers the service call may not be logged and therefore attended to