

# Prime Oak

## Product Warranty

### Workmanship

The company warrants that our hardwood products and workmanship shall be free from manufacturing defects that could affect performance for a period of 10 years.

### Hardware

The company warrants all key elements of the system (notably hinges, locks and ironmongery) to be free from functional failure for a period of 10 years. Replacement parts will be supplied & fitted under warranty within one year of delivery to site, after which replacements will be supplied for the customer to fit. Cosmetic deterioration to ironmongery due to general wear & tear or chemical cleaning is not covered by this warranty. Please note our liability is limited to replacing the parts only.

### Glazing

The company warrants that glass will comply with Glass and Glazing Federation visual quality standards. The company warrants that seals on the double-glazed units will be free from failure (here 'failure' meaning failure of the insulation of the glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the air space) for a period of 5 years. The company reserves the right to supply a replacement whole sash with glass as an alternative to glass panel.

If failure occurs in the first 3 years the company will be responsible for the re-glazing costs (materials & installation). If the failure occurs in the second 2 years the company's obligation hereunder is limited only to supply the replacement glazing units

No other glass defect or phenomena is covered by this warranty. Glass spacer bar codes visual aspect and positioning of toughened glass kite marks are not covered by the warranty. Temporary glass handling marks (e.g., sucker marks) are not covered by this warranty.

### Roof Tiling

Reclaimed roof coverings are warrantied for a period of 5 years.

New reclaimed roof coverings are warrantied for a period of 10 years.

Roof coverings include roof tiles, slates, pantiles and cedar shingles.

Sika Sarnafil single ply roof coverings are warrantied for a period of 15 years

Prime Oak warrants the weather tightness of the roof and that the tiles and fittings will remain in place and will prevent damage to the underlying structure caused by the passage of rain.

Prime Oak warrants that more than two tiles/slates will not significantly shale or break within the warranty period.

### General

1, The period of the warranty shall commence from the date from the completion of the services.

2, All non-structural elements for a period of 3 years, including such items but not limited to weatherboarding, rainwater goods, mortar bedding etc

3, The customers notify Prime Oak in writing within 14 days after discovery giving full particulars along with photographs, whilst also allowing free access to inspect.

4, If necessary, it may rest with the customer to substantiate the date of despatch of products from the company, proof of purchase and provide maintenance record. Where any valid claim in respect

of any products which is based on any defect in the quality or condition of the products or their failure to meet specification is notified to us, our sole liability shall be to repair the products or replace the products (or the part in question) free of charge at our sole discretion, or refund you the price of the products (or a proportionate part of the price).

5, All warranties are given in good faith. However, if it is deemed after a visit from a company representative that our product has been misused, tampered with or damaged in any way etc we reserve the right to render that warranty null & void, leaving any remedial work to be carried out at a pre-arranged fee which shall be payable before any work commences. Any failure of materials due to faulty workmanship under the term of this warranty will be repaired or replaced at the company's sole discretion. Only the companies' authorised representatives can carry out remedial work required under this warranty and no third-party expenses will be accepted.

6, The customer's rights against the company are not assignable without the express written permission of a company director.

7, Prime Oak's liability under this Condition applies only to defects appearing before the Customer makes any modification or alternation to the goods.

8, All claims are limited to the invoices value of the product under warranty and exclude any repair or remedial work required by third parties.

#### Exclusions

A, Damage has been caused by external causes outside the control of Prime Oak which shall include, but is not limited to accident, fire, burglary, disaster, malicious damage or natural elements and any acts of god.

B, The product has been exposed to unusual physical conditions which includes but is not limited to, extreme climatic conditions, pollution, coastal exposure to salt laden air.

C, Changes in colour or appearance

D, Damage has been caused by chemical damage, cleaning products, abrasives, ladders, pets, hosing down, being walked on and general poor maintenance.

E, Damage to the products that have been caused due to locations with inadequate ventilation i.e., swimming pool enclosures without operational mechanical ventilation.

F, Damage to the surface coatings or installed units as a result of failure to follow the guidance on regular cleaning maintenance and inspection.

G, Damage that has occurred due to accumulation of dirt and debris leading to excessive wear.

H, Damage to or failure of the product due to the fitting of ancillary items such as window shading devices, blinds, security system etc.

I, The product has been damaged by water ingress or condensation other than a defect caused by manufacturing, materials or workmanship.

J, Defects associated with normal deterioration/effluxion of time;

K, Defects in or subsidence to any structure or surface to which the goods are affixed or attached.

L, Failure to treat the goods in accordance with Prime Oak's installation instructions.

M, All costs associated with an abortive site visit. If any reported remedial works fall outside the terms of the warranty.

N, Any loss or reduction in the value of your home.

O, Any professional fees or third party fees not agreed in writing by Prime Oak.

P, Any consequential loss including such items as distress, loss of enjoyment or income, inconvenience etc.

Q, No warranty shall apply until all sums are paid to the company in full.