

Guarantee for UPVC Windows and Doors

Frames:	10 years, Heritage 2800 window and door frames whether in flat white or woodgrain/textured coloured laminated PVC-u This guarantee is in respect of colour stability, shape retention and impact strength retention
Sealed glass units:	10 years against condensation inside the unit
Moving hardware:	1 year (locks, hinges, handles, etc) against failure in operation
Astragal bars:	2 years
UPVC Panels	5 years
Internal Blinds	5 years, 2 years for external mechanism

Terms & Conditions

1. For Goods that We have produced, customised or altered (including bespoke Goods), We guarantee that for a period of 10 years for UPVC frames, 1 year for hardware, 2 years for Astragals, 10 years for glass units, and 5 years for UPVC panels from the date of delivery, the Goods will be free from material defects.
2. Our guarantee does not apply to any defects in the Goods caused by:
 - a. Normal wear and tear
 - b. Deliberate damage and/or misuse of the Goods
 - c. Accidental damage
 - d. Failure to use the Goods in accordance with their instructions
 - e. The alteration or repair of the Goods by you or any third party that is not authorised by Us
 - f. Accidental damage or misuse during installation.
 - g. Incorrect Goods as a result of incorrect information that you have supplied to Us.
3. Our guarantee exists in addition to your legal rights as a consumer (that the Goods match Our description, that they are of satisfactory quality and that they are fit for purpose). More information on your rights as a consumer can be obtained from your local Citizens Advice Bureau or from the Office of Fair Trading.
4. From time to time, We provide or make available on Our website, brochures and other sales literature relating to third party products not manufactured by Us. We therefore cannot guarantee that the information provided in this literature is correct as this is the responsibility of the aforementioned third parties in accordance with their own Terms and Conditions.

Internal blinds

5. **Pellini S.p.A.** guarantees all **ScreenLine®** products against any possible manufacturing defect, provided they are properly installed into the sealed glass unit, in compliance with the instruction manual and the indications for a correct assembly, both supplied by **Pellini S.p.A.**
6. Guarantee will apply, starting from delivery date of products (as per delivery note):
 - a. For a five-year period in standard conditions of use, to all components located inside the sealed glass unit
 - b. For a two-year period in standard conditions of use, to all components located outside the sealed glass unit.
7. It is understood that the present guarantee only concerns the **ScreenLine®** products, expressly excluding all possible expenses connected with the activities to be undertaken and the materials to be used to perform substitution of the **ScreenLine®** product (for instance but not limited to, shipping and installation costs).
8. Guarantee also covers motorised products for which **Pellini S.p.A.** offers a wide range of original accessories, whose installation is reserved to skilled operators.
9. Use of **Pellini S.p.A.** only original accessories is suggested to operate **ScreenLine®** motorised blinds, in order to ensure perfect functionality and avoid irreparable damage. Whenever the blinds are used in combination with electronic accessories supplied by third parties, the Client shall ascertain the perfect compatibility of such accessories with products supplied by **Pellini S.p.A.**
10. The technical features of **Pellini S.p.A.** products are described in the instruction sheets enclosed to the components or included into the corresponding technical catalogues.
11. Use of accessories that are not compatible with **Pellini S.p.A.** products or their unauthorised tampering immediately invalidates the terms of this guarantee.
12. This warranty is valid for **Pellini S.p.A.'s** clients to whom the **ScreenLine®** products have been sold and, consequently, cannot be transferred to third parties (unless otherwise agreed in writing with **Pellini S.p.A.**).
13. In case of replacement under warranty of **ScreenLine®** products, the temporal validity set forth by guarantee for the new product supplied shall not extend in any case the validity of the product supplied at first.