



Product Guarantee

PVC Profiles

- 10 year colour fast Guarantee
- 10 year Guarantee on all foiled profiles

Hardware

- 2 year Guarantee to all other hardware products

Glass

- 5 year Guarantee to all double glazed units

Conditions & Exclusions

- 1) In the unlikely event of the product failing as a result of defective materials or workmanship, Mercury Glazing Supplies Limited will at its own expense repair or, at its sole discretion, either replace or refund the price of the product found to be defective.
- 2) Claims made under the terms of the above guarantees must be made in writing within the respective guarantee period, and MUST state the date of purchase of the product found to be defective together with the Mercury Glazing Supplies Limited order number.
- 3) Claims made under the terms of the above guarantees will only be accepted for products which are found on inspection by Mercury Glazing Supplies Limited personnel and proven to be defective material or workmanship.
- 4) The above guarantees will be invalidated if the products are found to be incorrectly installed; adjusted or operated that is not in accordance with the manufacturer's technical manual (amended from time to time). In particular, the above guarantees will be invalid in respect of handles, hinges, locks and bolts if these have not been inspected and lubricated at least twice yearly.
- 5) The above guarantees will be invalidated if the product is found to have failed due to accidents, abuse, vandalism, negligence or subject to stress through operating beyond recommended levels of performance.
- 6) The above guarantees will be invalidated if the total price of the product has not been paid for in full and inside the required due payment date.