

Product Guarantee – Hardware

We guarantee our hardware in normal use for 1 year (from date of despatch) from any fault which appears and which is due to defective materials or workmanship.

If such a fault occurs, we will make good such hardware (by repair or replacement at our discretion) free of charge following a satisfactory site inspection and report. If an identical product is not available an alternative will be provided. That warranty of the replacement product will last for the remainder of the period of the original product warranty in respect of the original date purchased- that is from the date of the original purchase and not from the date of receipt of the replacement product.

This warranty applies to the original retail purchaser from the date of the original retail purchase and is not transferable, proof of purchase is required at all times, (this is not a rolling warranty on replacement parts).

This guarantee applies only to the hardware referred to above and excludes any installation works and any indirect or consequential costs arising whether from the use, replacement or repair of these materials or otherwise.

In relation to customers purchasing products from Pearl Window Systems Limited in the course of business this warranty is in lieu of and shall so far as legally possible replace and exclude all common law, statutory or other warranties or conditions whether express or implied. Save as specifically mentioned above, Pearl Window Systems Limited does not accept any liability, whether in tort or contract or whatsoever or howsoever arising.

THIS WARRANTY DOES NOT IN ANY WAY AFFECT THE STATUTORY OR OTHER RIGHTS OF A CONSUMER.

This guarantee does not apply to:

- Normal wear and tear.
- Any materials which have been the subject of accidental damage, damage by misuse or damage through assembly or installation.
- Where written notice of a fault is not provided by the customer to Pearl Window Systems Limited promptly after the customer is or ought reasonably to have been aware of it.
- Any products supplied outside the United Kingdom and Republic of Ireland.
- Any product where payment in full has not been received by Pearl Window Systems Limited.

This guarantee is given for the benefit of both customers purchasing product from us in the course of a business or as a consumer.