

GUARANTEE DETAILS

PVC-U FRAMEWORK & SKIN DISCOLOURATION = 10 YEARS

DOUBLE GLAZED SEALED UNITS (Hotmelt seal failing) = 5 YEARS

(Future Products will only supply a replacement unit; we will not fit. If the whole door/slab is returned Future Products will replace the unit at our head office factory)

SOLID CORE DOOR SLAB = 10 YEARS

(Colour Stability, Impact Strength, Shape Retention)

COMPOSITE DOOR CASSETTE SEALING = 1 YEAR

FAB N FIX DOOR FURNITURE FINISH & MECHANICAL FAILURE = 1 YEAR

SWEET DOOR FURNITURE FINISH & MECHANICAL FAILURE = 1 YEAR

ALL COMPOSITE DOOR LOCKING MECHANISM'S = 1 Year

ALL DOOR CYLINDERS = 1 Year

ITEMS ARE MANUFACTURED TO ISO 9002.

The above guarantee is from the date such parts are purchased from Future Products Ltd. **Some hardware manufactures offer extended warranties, these will require registration and is the responsibility of the customer to activate. Any extended warranty issued by a third party is in isolation and not the responsibility of Future Products LTD.**

Installations must comply with the recommended British Standards Code of Practice. In the unlikely event of a product failing as a result of defective manufacture or design, Future Products Ltd will replace any product deemed as not meeting its exacting standards. If the product is obsolete a product of equivalent specification will be supplied. No claims for consequential costs including refitting will apply.

This guarantee is solely for the benefit of the original purchaser of our products. Please retain your dated sales invoice as proof of purchase and forward this to us in the event you wish to make a claim. Your account must be paid up to date at the time of the claim under this guarantee. In the event of any claim we must be allowed to inspect the relevant part which if faulty, must be returned to our ownership. Products installed in areas where exposure to corrosive contaminants is more prevalent will require a higher frequency of cleaning cycles to maintain the high-quality finishes on our hardware.

The guarantee does not apply to product failures caused by Negligence, Vandalism, Willful Damage, Extreme Environmental Conditions or Excessive Wear and Tear. This guarantee does not extend to the use of our products on commercial buildings nor to goods which are taken outside of the UK.

This guarantee is subject to Future Products Ltd standard conditions of trading (available on request). We reserve the right to invoice you for all of our reasonable costs incurred in handling claims which prove to be invalid under this guarantee.

Thermal movement due to moisture content variation known as bowing is covered under this warranty, however measurements must be taken in accordance with document QMS 064 and must prevent the product from functioning as designed.