DW Windows Ltd
BUILT ON QUALITY, AFFORDABILITY AND RELIABILITY
www.dwwindows.co.uk

Guarantee Certificate

Sales Enquiries: sales@dwwindows.co.uk
Installation & Service:operations@dwwindows.co.uk
Payments: accounts@dwwindows.co.uk
General Enquiries: headoffice@dwwindows.co.uk

Installation Number:
Date Installation Completed:
Customer Surname:

All installations conducted by D W Windows Ltd carry a 10-year repair guarantee.
Any defects or damage should be reported within 24 hours of installation.

Windows - 10-year** guarantee from defects caused by manufacturing or our installation.

Doors - 10-year** guarantee from defects caused by manufacturing or our installation.

Included Standard Glass** - 10-year guarantee from defects caused by manufacturing or our installation. 10 years only applies to glass that has been purchased and installed at the same time of the door or window by us. Any glass defects must be reported within 24 hours of installation.

****Glass and hardware/ancillaries:** In line with our manufacturers guarantee periods, glass over 5 years and hardware/ancillaries over 2 years incur a chargeable cost for parts. Labour costs are included for the duration of the specified guarantee period.

Replacement Standard Glass Units - 5-Year guarantee from defects caused by manufacturing or our installation. 5 years applies to glass units that have been purchased and installed by us to an existing window or door. Any glass defects must be reported within 24 hours of installation.

Roofline and canopies - 10-year guarantee from defects caused by manufacturing or our installation (see over for excluded cover).

Glass with Integral Blinds - 1-year guarantee from defects caused by manufacturing or our installation. 1 year guarantee applies to glass with integral blinds that has been purchased, both installed at the same time of the door or window by us or installed at a later date on an existing door or window.

Secondary Glazing - 3-year guarantee from defects caused by manufacturing or our installation.

Firestone rubber roof - 10-year guarantee from defects caused by manufacturing or our installation.

Origin - 10-year guarantee from defects caused by manufacturing or our installation.
(20-year manufacturer's product only guarantee 01494 355 014).

Conservatory - 10-year guarantee from defects caused by manufacturing or our installation.

Chargeable Service Calls - 30 day guarantee from defects caused by manufacturing or our installation. Guarantee only applies to any part replaced by us and does not cover any part not replaced by us or any other issue reported as a result of a repair.

To register a service call please visit our website and click on "Register a Service Call"
www.dwwindows.co.uk/servicecall

For your convenience you can also upload photographs and videos via this link to enable us to deal with your issue quicker and more efficiently.

Important Information

This is a repair guarantee, not an insurance policy. This guarantee does not cover:

- emergency response
    - We do not operate an emergency service during our opening times, or out of hours. We will always respond promptly however please note that our agreed service is to respond to your request within two working days.
- any faults caused by a lack of product maintenance (see your provided maintenance guide).
- misuse, accidental breakage, wear and tear or criminal damage.
- damage caused by other parties e.g., postal services, visitors, other trades.
- damage to surfaces by impact or abrasion.
- discoloration to any surfaces by use of non-recommended cleaning products.
- loss or misplacement of ancillaries such as (but not limited to) keys, cill end caps, bi-fold magnets, astragal bars, drip bars.
- broken or lost keys.
- defect or discoloration caused by continual effects (i.e. sun) or severe weather conditions (i.e. wind, snow).
- water ingress caused by leaks.
- leaking guttering caused by weather or lack of maintenance i.e. clearing leaves, dirt and foliage.
- door restrictors or any other restraining device that are designed to break before damaging the main product.
- issues caused by unauthorised adjustment or tampering.
- issues caused by the addition of fixtures or fittings to any of our products.
- colour fastness of roofline products.
- any work done by us where our best advice is not being followed.
- glass breakage.
    - Please note that the term “breakdown” or “broken down” is a glazing term referring to the misting of glass units in-between the panes. This guarantee does not include glass breakage caused by accidental damage, impact, or thermal stress (this can be caused where the inner and outer panes of glass are at opposing temperatures).
- Oxidisation of lead. Lead is a natural product that will oxidise at its own rate.

Please note that any non-guarantee call outs incur a charge at the current rate of £65 inc VAT per (30 minute) visit plus the cost of any parts used.

We can assist our customers with chargeable non-guarantee repairs or purchases (where available) by calling our team on 01902 661779.

DW Windows Guarantee

The DW guarantee is non-transferable and expires at the time of the planned expiration date of the policy or when the purchaser sells or transfers the property to another owner (whichever is sooner).

Plastic Windows Federation (PWF) - Insurance Backed Guarantee

Applicable installations are covered by an insurance backed guarantee which will come into effect should DW Windows Ltd cease trading. Eligible installations have been registered by us with the Plastic Windows Federation (PWF) and you have been emailed a copy of the policy. For more information call 01582 456147 or email support@pwfed.co.uk

FENSA Certification

Your Fensa certificate (eligible installations) will be mailed to you separately direct from FENSA and is only available for specified products. **Which items should have a FENSA certificate?**

- Windows and / or doors on the MAIN BODY of the property (excludes conservatories and porches.
- UPVC doors consisting of more than 50% glass

Credit is subject to status and affordability. Terms & Conditions Apply. D. W. WINDOWS LIMITED FRN: 694960 8 Meadow Lane, Bilston, West Midlands, WV14 9NQ is a credit broker, not the lender and is authorised and regulated by the Financial Conduct Authority. Credit is provided by Novuna Personal Finance, a trading style of Mitsubishi HC Capital UK PLC. Authorised and Regulated by the Financial Conduct Authority.