

Our 10-year guarantee

About the guarantee

Our products have been manufactured to the highest industry standards and are supplied with a **10-year** manufacturer's guarantee. Should anything happen, our advisors are here to help.

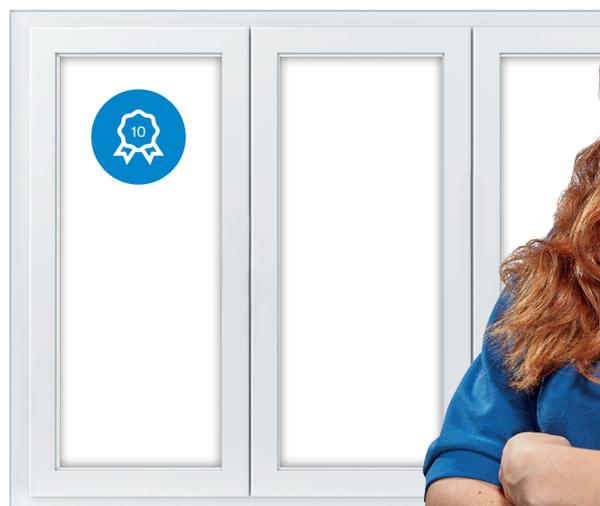
The **10-year** guarantee is applicable to the frame and glass units, with a two-year guarantee for hardware, and a one-year guarantee applies to installation.

The glass guarantee does not cover:

- Defects found in assessments carried out in direct sunlight or with visible moisture on the inner or outer glass panes
- Instances where strong lamps or magnifying devices have been used to show the defect
- Defects found outside the industry guidelines, which means when stood at right angles to the glass, no less than two metres away from the inner glass surface for non-toughened units, and no less than three metres for toughened/laminated units
- Defects found at close range, which have been marked to be made visible from the given viewing distance.

The guarantee does not cover:

- Normal wear and tear, cuts and scratches
- Damage caused by impacts or accidents, and deliberate or negligent damage
- Abused, misused or altered products
- Products cleaned with incorrect cleaning methods or products
- Incidental or consequential damage.



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More about the guarantee

All guarantee claims must be made in writing to our company address or to hello@happierwindows.com with supporting imagery where required. We will conduct a review and, if needed, one of our Technical Service Engineers will be round to your property within 21 days. We'll rectify all faults which have developed due to defective goods within the stated guarantee period in accordance with the terms.

If we believe the service work required is not covered by the guarantee, a call out charge of £150 plus material costs will be incurred and payable by you. If afterwards, we identify this as a manufacturing error covered by your guarantee, a full refund will be given. All call outs are made **Monday-Thursday between 8am and 5pm.**

To activate your guarantee, please read our registration details. Failure to register your guarantee will result in claims for corrective work or parts being declined.

To transfer the guarantee to a new homeowner, please complete the **Transfer Request Form** within this pack.

Our sole liability is to repair or replace the product and we will not be liable for fitting costs or any consequential loss.

We accept no liability for the following:

- Condensation which may form on the product
- Damage attributable to the failure of foundations or structure
- Damage due to accident, storm, flood, negligence, misuse or unauthorised acts of a third party
- Any imperfection inherent in the glass-making process
- Failure to adhere to our product care and maintenance guide
- Any damage done to your property, including redecoration required, unless as a result of our negligence
- Loss or damage caused as a result of pre-existing structural defects
- Any indirect or consequential loss
- Any claims for consequential compensation.

Get in touch with the
happierwindows.com team

Phone: 0330 311 5130

Email: hello@happierwindows.com