

WARRANTY

Thank you for choosing a Fortis Aluminium Ltd Entrance Door.

Subject to the following terms and conditions below; door sets supplied by Fortis Aluminium Ltd are warranted for the following periods set from the date of delivery / installation (UK & Channel Islands Only) subject to the following limitations & exclusions.

- ✚ Hinges, locks & hardware – 5 years
 - ✚ Powder Coat failing – 5 years (If Coastal location – Anodised components must have been ordered)
 - ✚ Glass unit failure (misting between panes + middle layer damage only) – 5 years
 - ✚ Finger scan & Key pad systems inc motorised locking – 2 years
 - ✚ LED Lighting – 1 year (30% of the LED lighting diodes)
 - ✚ Cylinder & keys (excluding attack) – 1 year
 - ✚ Seals - excludes wear and tear and bottom seal pulling caused by incorrect set up / maintenance – 1 year
-
- ✚ Excludes all third party components supplied & connected by the client after purchase and installation
 - ✚ Damage or failure caused by poor maintenance not in accordance with instructions
 - ✚ Damage or failure due to improper or incorrect installation
 - ✚ Damaged caused by others beyond our control caused but by limited to accident, abuse, misuse, mishandling, storm, fire, flood or other acts of nature
 - ✚ If a door has been altered or modified in any way. The door comprises of door, frame, glass, cill, lighting, access control and any other components supplied within the order
 - ✚ Delivery damage claims once a door has been installed
 - ✚ Colour or shade variations arising from RAL colours viewed online or in a printed format outside of a genuine RAL Classic colour chart
 - ✚ Glass claims in respect of cracking, chipping or breakage in any form
 - ✚ Damage or failure caused by poor protection on site before, and after installation
 - ✚ Staining or flight rust spots to stainless steel handles and accessories – the door needs to be maintained in accordance to after advice document
 - ✚ Any doors or screens purchased as ex-display models

General conditions:

Fortis Aluminium Ltd warranty extends to goods supplied only and excludes disturbance caused to the building fabric. Fortis Aluminium Ltd will not assume responsibility for door failure caused by improper installation, transportation or storage. Goods must be checked at time of delivery to site or completion of installation. Should the purchaser not be present to sign for the goods they shall be inspected and condition marked by the delivery driver or installer. Goods may not be signed for unchecked, full inspection of the door must take place at time of hand over. If this is not possible the goods will be checked by the delivery driver / installer and signed for on your behalf. This will be deemed to be acceptable that the goods have been received in acceptable condition. In the unlikely event that the door arrives damaged we must be notified at the time of delivery and photographic evidence must be supplied to us.

This limited warranty does not guarantee safety for persons or property or make premises impact proof and does not cover damage attributed to or caused by acts of God that include, but not limited to stresses, high winds, floods, fire and other conditions. Fortis Aluminium agrees to repair, or replace at our discretion, any item in the form as originally supplied goods found to be defective or damaged within the meaning of this warranty.

The warranty is for parts only and shall specifically exclude any labour or fitting and is limited to the supply of replacement goods by the sells designated delivery method only. In the event of component failure arising through any of the aforementioned exclusions, the seller specifically reserves the right to charge for such items at the appropriate cost, determined at the time of such replacement item/s.

This warranty is for the buyer / first home owner, and shall not be transferred to subsequent homeowners.

Remedy of faults:

Should it be determined that a fault exists in a product, the warranty holders sole and exclusive liability is to either (as the seller elects) A: repair the defective component. B: Provide replacement product. C: Refund the original purchase price of the product. Repaired or replaced products will carry the remaining balance of the original warranty. Fortis Aluminium and associates reserve the right to alter or change product specification as required. Should a product or spare part not be available at time of remedial works an alternative of equal quality and market value will be provided.

Warranty process:

In the unlikely event of a warranty claim being necessary, please contact your supplying dealer immediately who originally supplied or fitted the door. Proof of purchase must be available along with the signed warranty document. To enable us to process your claim efficiently you must provide us with the following:

- ✚ Your full name, address and telephone number
- ✚ Original invoice number
- ✚ Product detail
- ✚ Description of fault, we will require photographic evidence

Once the claim has been received it will be assessed and a resolution arranged. It may be necessary to carry out an 'in-situ' inspection of the door. Should the visit not relate to a fault covered by this warranty, the claimant will become liable for the cost of the inspection visit.

Limitation of liability:

This warranty shall be interpreted, construed and applied under the laws of England. All disputes under this warranty shall first be decided by mutually agreeable mediator, with each side to bear its own costs. This limited warranty sets forth our maximum liability for our product. No one is authorised to modify or expand this warranty.

The limit of our liability is the product purchase price from Fortis Aluminium Ltd or its nominated dealer. We are not liable for, indirect, consequential, incidental, or damages of any kind and all such claims are waived to the extent permitted by applicable law. All Fortis Aluminium products are sold 'as is' and as such disclaims any and all implied warranties. The entire risk as to the quality and performance of the goods is with the buyer and is equivalent to goods displayed within appointed showrooms and brochures. In the event English law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, the warranty stated herein.