

1 Year Guarantee

WHAT DOES A STRONGDOR GUARANTEE COVER?

Our guarantee covers the repair or replacement (at our discretion) of your door if it is found to be defective due to faulty materials we have provided or our workmanship within the guarantee period. If any part is no longer available, we will replace it with a functional replacement part.

WHAT ISN'T COVERED BY THE GUARANTEE?

All our doors are engineered and constructed for continual high performance. If it is being used for the purpose and frequency for which it was designed and develops a fault within the guarantee period, it's our responsibility to repair or replace it.

There are, however, some circumstances in which a guarantee doesn't cover the repair or replacement of a door. These instances are not hidden in the small print.

Here's what is not covered:

- Any door set with an incomplete or missing maintenance report.
- Normal wear and tear, including parts that might wear out over time.

ACCIDENTAL DAMAGE

- Damage caused by improper fitting or fitting not in accordance with our recommended guidelines.
- Damage as a result of use not in accordance with the original specification.
- Damage caused by not carrying out the recommended routine maintenance.
- Damage caused by any external source.
- Failures caused by circumstances outside of Strongdor's control.

At Strongdor we strive to get it right...

...when we do, we construct more than steel doors, we build your confidence in our product and services and increase the chances that you will tell others about us and buy from us again (and again).

At the same time, we recognise that, despite all the best efforts, sometimes things do go wrong and when that happens it is in everyone's best interest to reach a satisfactory resolution to the problem as quickly as possible with a minimum amount of fuss. Part of that resolution is an understanding, in simple terms, of what you can expect from the Strongdor Guarantee.

FAULTS CAUSED BY:

- Negligent use, misuse, neglect or careless operation;
- Use which is not in accordance with the Operating Manual;
- Use of parts and accessories which are not approved by Strongdor
- Faulty assembly or installation.
- Repairs or alterations carried out by parties other than Strongdor or its authorised agents.

WHAT ARE THE TERMS AND CONDITIONS OF THE GUARANTEE?

As well as our terms and conditions of sale the terms and conditions of this guarantee are as follows:

- ✓ The guarantee covers replacement only and not re-installation costs.
- ✓ You must provide proof of purchase before any work can be carried out on your door under the guarantee.
- ✓ Please note that without this proof any work carried out will be chargeable. Please keep your purchase receipt or delivery note.
- ✓ All work will be carried out by Strongdor Limited or its authorised agents.
- ✓ Any parts which are replaced will become the property of Strongdor Limited.
- ✓ The repair or replacement of your door

under guarantee will not extend the period of the guarantee.

- ✓ The guarantee provides benefits which are additional to and do not affect your statutory rights as a consumer.

If you have any questions, you can call us on 01524 727000.

WHEN DOES THE GUARANTEE BECOME EFFECTIVE?

The guarantee becomes effective on the date of delivery of your door and expires 12 months after the delivery date.

WHERE IS THE GUARANTEE VALID?

The guarantees cover normal usage of your door in the United Kingdom. If you need any advice, please call us on 01524 727000.

IS THIS GUARANTEE TRANSFERABLE?

The benefit of the guarantee is transferable with ownership of the door to which the guarantee relates, provided always that the original proof of purchase is supplied, together with evidence of any change of ownership of the door, confirming that the door was in good working order when the change of ownership took place.