

# HOMEVIEW

## GUARANTEE

We (General All Purpose Plastics Limited) are pleased to offer the following guarantee on all HomeView bi folding doors we produce.

### Profiles

HomeView aluminium profiles (Profiles) are guaranteed to retain their colour, shape and impact strength for 10 years. This guarantee period is 5 years for Profiles installed in properties located within 2,000m of the UK coastline and 1 year for Profiles installed in commercial premises.

### Double Glazed Units

HomeView double glazed units are guaranteed against the collection of condensation or dust within the sealed units for 10 years. This guarantee period is 5 years for double glazed units supplied with integral blinds and double glazed units installed in properties located within 2,000m of the UK coastline. For double glazed units installed in commercial premises, the guarantee period is 1 year.

### Furniture & Hardware

HomeView furniture and hardware (including locking mechanisms and hinges) is guaranteed against structural defects and manufacturing faults for 5 years. Stainless steel furniture is guaranteed against structural defects and manufacturing faults for 10 years. Surface finishes on all bi folding door furniture are guaranteed for 1 year.

### Terms & Conditions of Guarantee

1. Only our customer (almost always the installation company) has the benefit of, and can claim under, this guarantee;
2. The guarantee is non-transferable and only available for HomeView products supplied and installed in mainland UK;
3. Each guarantee period runs from the date of delivery;
4. We will reject a claim unless:
  - a. Our customer notifies us of the claim within 28 days of the defect or fault appearing;
  - b. The claim is supported with proof of purchase from our company together with photographs;
  - c. The product has been installed in accordance with recommended guidelines;
  - d. The product remains intact e.g. no parts have been removed, modified or repaired and the appearance of the bi-fold doors has not been altered;
  - e. Where applicable, locks, handles and hinges have been lubricated regularly and surfaces of all products have been cleaned regularly with a mild solution of soapy water and not abrasive cleaning agents; and
  - f. We are satisfied (acting reasonably) that the faults and/or defects are covered by the guarantee (this might involve a site visit to inspect the product) – normal wear and tear is excluded.
5. The sole and exclusive remedy under this guarantee is limited, at our option, to the repair or replacement of the relevant product; replacement product is guaranteed for the remaining balance of the original guarantee period. The guarantee does not cover the installation of replacement or repaired product.
6. All products (including HomeView) are supplied subject to our standard terms and conditions ([www.gap.uk.com/information-centre/terms-and-conditions](http://www.gap.uk.com/information-centre/terms-and-conditions)) and these terms and conditions are in addition to, and do not replace, our standard terms and conditions.
7. This guarantee, and any dispute or claim arising out of or in connection with it shall be governed by, and construed in accordance with, the laws of England. In addition the courts of England shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with the guarantee.
8. This guarantee does not affect the statutory rights of consumers.

HomeView is a registered trade mark (UK00003638933) of General All-Purpose Plastics Limited

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