

HOMEFRAME

GUARANTEE

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

White and coloured doors are guaranteed not to discolour within the tolerances of 3-4 on the Grey Scale Rating, under normal weathering conditions for a period of 10 years in accordance with BS EN ISO 11341 for paints and varnishes. Darkwood and Oak finishes are guaranteed for 5 years. Doors will not crack, bend, warp or bubble beyond manufacturing tolerances under normal weather conditions for a period of 10 years.

All seals within the door will retain good visibility, and all glazing seals will remain intact for a period of 10 years. All glass units will retain structural integrity for a period of 10 years. Furniture including Handles, Letterplates, Knockers, and Numerals are guaranteed for a period of 2 years (excluding surface finish). A gradual reduction in operating performance can be expected due to normal wear and tear commensurate with age. All locking systems are guaranteed to function under normal use, for a period of 5 years from date of manufacture, provided the locks are maintained in accordance with GAP GRP Door care instructions. A gradual reduction in operating performance can be expected due to normal wear and tear commensurate with age. We do not accept liability for any losses (direct or consequential) resulting from any claim against this guarantee, including any costs incurred for refitting by installer or by third parties whatsoever.

The guarantee will be void if the product has been altered in any way from original order, including retrospective fitting of furniture, hardware or painting.

All glass designs or furniture that includes Lead, Brass or Gold effects will weather naturally.

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 HomeFrame products supplied and installed in mainland UK;
3. Each guarantee period runs from the date of installation;
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. Our customer has paid for the product in full;
 - c. The claim is supported with proof of purchase from our company;
 - d. The product has been installed in accordance with recommended guidelines;
 - e. The product remains intact e.g. no parts have been removed, modified or repaired and the appearance of the door has not been altered;
 - f. 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
 - g. 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 HomeFrame) are supplied subject to our standard terms and conditions (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.

HomeFrame is a registered trade mark of General All-Purpose Plastics Limited

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