

TERMS & CONDITIONS

Company Guarantee - From The Date Of Supply

10 Years	Windows and doors (PVCU or Aluminium) and Secondary Glazing with the following exceptions.
10 Years	Sealed Units.
2 Years	Locks and Furniture.

The benefit of this guarantee is personal to the company supplied and may not be assigned to any third party.

Service Calls and / or Site Visits

Duration Windows are a trade only manufacturing company with over 25 years continuous trade experience. We have no 'In house' retail turnover and consequently therefore do not employ installers, surveyors or service engineers. This has a significant beneficial effect on our customers in that they do not compete for service with our own 'In house' orders (as is the case with the majority of trade suppliers). The fact that we do not employ service engineers in particular is reflected in our overall keen selling prices.

As we do not employ the above staff we are totally reliant on our customers employing professional staff to survey, order and install our products. Should any customer experience a problem with the goods supplied by us, the problems must be notified before the products are used - Ideally returned to our factory for repair or if necessary new replacement goods supplied as soon as is practical.

We would not expect faulty goods to be installed - and any problem should be notified to us subsequently. We do not accept compensation claims in respect of labour costs required to correct a problem - most particularly if faulty products HAVE been installed.

Finally we must stress the importance of checking your Order Acknowledgement thoroughly, and questioning anything you are unsure of. Errors or mistakes are both time consuming and expensive - and we fully appreciate the need for all concerned to have another satisfied customer.



UNIT 4-5, CHARFLEETS ROAD, CANVEY ISLAND, ESSEX SS8 0PQ
Telephone: 01268 681612 Fax: 01268 510058
Web: www.duration.co.uk E-mail: sales@duration.co.uk