

Product Warranty

All Clayton Glass units are manufactured to a high specification to guarantee against failure of the primary and secondary seals.

If however, during a period of 10 years from the date of delivery any Clayton Glass double glazing unit suffers premature failure sufficient to cause obstruction of vision arising from deposition of moisture or deterioration of the inner glass surfaces, a replacement unit will be supplied without charge.

This warranty is effective under the following conditions:

- 1) The units must have been handled, stored, glazed and maintained in accordance with accepted good practice, ie GGF guidelines.
- 2) Failure must not be the result of influences outside our control, such as distortion of frames, building subsidence etc.
- 3) Units must not be used for purposes other than vertical glazing in buildings, without our prior agreement.
- 4) We or our appointed representative must be given the opportunity of inspecting the unit before or during the removal from the frame of the affected unit.
- 5) Our liability under this warranty is limited to the supply only of a replacement unit. We do not accept responsibility for scaffolding, glazing work or compounds, nor will we accept claims for consequential expenditure or loss.
- 6) The warranty on the replacement unit will extend to the end of the original 10-year period.
- 7) No warranty shall apply to units collected and or delivered and subsequently signed for as in good condition and later found for whatever reason to have surface marks on either pane, due to bad handling, storage or transporting by the customer.

In order to qualify for the conditions of warranty as stated, adequate information must be supplied by the customer with regard to the original point of sale, such as

- Original customer's name
- Invoice address
- Date of invoice
- Reference number
- Copy of delivery note or invoice

However, for permanent ease of identification, units manufactured after November 2002 have the order number printed on the spacer bar, allowing us to immediately identify date of manufacture and other relevant details.