

Estuary Windows Guarantee

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Registered Company: 13509092

VAT Number: 447 954 841



Estuary Windows LTD provides a 10 year guarantee on all materials, parts and labour from installation on the following products that fail due to normal wear and tear, provided correct maintenance has been upheld:

- Window frames
- Doors
- Conservatories including tiled roofs
- Beading
- Leaks due to installation

Estuary Windows LTD provides a 5 year guarantee on all materials, parts and labour from installation on the following products that fail due to normal wear and tear, provided correct maintenance has been upheld:

- Hinges
- Window/door furnishings including handles, locking strips and barrels
- Trickle Vents
- Rubber Gaskets
- Window/door trim
- Glass

Estuary Windows LTD does NOT provide a guarantee for materials and parts that are damaged due to the following:

- Accidental Damage
- Intentional Damage
- Extreme Weather
- Fire
- Theft
- Sun discolouration
- Use of improper cleaning products such as bleach and solvents or high pressure/steam cleaners
- Subsidence/soil shrinkage caused by failure of foundations and structures not constructed by Estuary Windows LTD
- Leaks caused by property damage outside of Estuary Windows installations
- Failure to maintain gutters, soffits and fascias causing a build up of moss, leaves and other debris

All guarantee claims are made from the date of initial installation and do not reset if a claim is made. Correct maintenance of all installations must be upheld for guarantee to be valid. Confirmation of this is to be determined at the discretion of Estuary Windows Ltd. Should Estuary Windows cease trading, customers are covered by our insurance backed guarantee and FENSA certification which covers the cost of a partial or complete repair or new installation on all our windows, doors and conservatory. Estuary Windows LTD are part of the Insurance Backed Guarantee Scheme (IBG) with InstallSure Scheme HR 3 in compliance with FENSA. InstallSure is a trading name of GGF Ltd, GGF Ltd is a wholly owned subsidiary of the GGF Group Ltd and is authorised/regulated by the Financial Conduct Authority (FCA) No. 651365.