

Domestic Installation 10 year guarantee.

This guarantee only applies to Domestic Installation works where Crest Glazing Ltd have supplied and fully installed complete windows, doors, fascia's, trims and associated products. This guarantee does not apply to supply only products, remedial works or replacement parts / components.

Crest Glazing Ltd. liability is limited to our products only.

All issues to be reported to Crest Glazing Ltd. in writing as soon as they are noted, and wherever possible the affected produce(s) must not be used further until a representative on behalf of Crest Glazing Ltd has visited the property to assess the reported defect. Crest Glazing Ltd. will not accept any liability for any damage caused through repeated use of products with known defects.

Any issues must be reported to info@crestglazing.co.uk with a completed report and supporting evidence (clear pictures showing issues etc.)

Please ensure to supply the contract number within your submitted report, otherwise there may be delays in assessing your query.

Please note that Crest Glazing Ltd can only correspond with the person named on the contract.

Reports will be acknowledged by Crest Glazing Ltd. by email within 16 working hours, typically resulting in site attendance within 5-10 working days. Works will be prioritised depending on the severity of the issue. (locks and security take precedence over minor / cosmetic defects)

Any surface defects to glass, panels, frames, trims / finishings must be reported in writing to Crest Glazing Ltd within 24hrs of installation with accompanying photographic evidence.

Crest Glazing Ltd adheres to a policy of 'Glass is for looking through, not looking at'; in the case of a dispute over a potential defect in the supplied product(s), the [Glass and Glazing Federation Quality of Vision Standard](#) will apply. Please note; oversized glazed units, (oversized units are defined as having one edge in excess of 2500mm or an area in excess of 3500mm²) are excluded from this standard, hence a more tolerant view must be taken with these units due to their unique manufacturing process.

Internal and external areas around the installation will be cleaned up by the installers to the best of their practical ability, however there may remain some minor fragments which are generally expected during the course of such works. All attempts will be made to capture debris during the works but weather conditions such as (but not limited to) high winds, snow, rain etc. can affect these clean up works, and as a consequence this is considered to be acceptable.

Existing internal and external cement / plaster coatings / finishings and the likes cannot be guaranteed under this liability agreement as there is no practical way for the Company to know how structurally sound the connection of these materials to the existing structure is. Minor cracking / displacement of these materials will be repaired by the installers on the day, however any significant cracking / displacement is excluded from this guarantee and additional quotes will be provided to the customer for the repair / replacement as required.

No structural liability is accepted for the property unless specifically noted on the contract document.

No existing damage / marks or the likes to the internal or external surroundings or the likes are to be replaced / made good during the installation unless specifically agreed in advance and noted on the Contract document.

General expansion/contraction of products and / or their interior mechanisms may occur due to natural weather conditions; this may occasionally affect the operation of the product(s) and require several adjustments. Note that the affected product(s) can only be adjusted to suit the conditions apparent at the time of response. It should also be noted that materials naturally require space to expand / contract and as such there may be visible movement in joints: this is to be expected and is not recognised as a fault.

Be advised that due to their chemical composition and/or environmental factors out with the company's control, visible sealants may shrink back over time. These will only be replaced if there is a draft / water ingress issue as a result. Our installers typically apply 2-3 layers of sealants around the installation to proactively avoid sealant issues.

Regular documented cleaning and maintenance to be undertaken by the owner at their expense; failure to regularly carry out suitable and sufficient maintenance may result in this guarantee being invalidated due to negligence.

Regular, in this instance, would be defined as every 6 months in a typical (non-coastal) location. Coastal areas will require an increased level of maintenance, with intervals between maintenance no longer than 3-4 months.

Crest Glazing Ltd retain the right to repair items, materials or products with replacement at the discretion of Crest Glazing Ltd. Due to continual improvement Crest Glazing Ltd reserve the right to update products with out notice, in cases where replacement parts, materials or components are required the replacement may differ in appearance, finish and operation from the existing. Only faulty / defective parts will be replaced, the requirement to replace a part, material or component does not extend to any other non-faulty / defective related items to provide a visual match.

Please note that any hardware exposed to the elements, particularly (but not limited to) door handles, letterboxes and hinges will require specific and more regular cleaning, insufficient cleaning can lead to surface deposits damaging the coatings which may not be covered by this guarantee.

Any works undertaken by others to a Crest Glazing Ltd. product and / or installation without the express written consent of a Crest Glazing Ltd Director will result in this guarantee being invalidated.

The following exclusions to this Guarantee apply:

Foreign object damage is excluded.

Accidental damage is excluded.

General fading of surface colours / finishes is excluded.

Natural discolouration of Leadwork is excluded.

Oxidation of products or any marking / staining of products caused by oxidation is excluded

Cracked / broken glass is excluded (post installation)

Fair wear and tear is excluded.

General natural expansion / shrinkage of materials / products is excluded.

Air or water ingress due to weather conditions exceeding the design requirements of the system are excluded.

Storm damage is excluded.

Any issue caused by misuse / intentional damage is excluded.

Any issue that has not been disclosed to Crest Glazing Ltd within a reasonable period of time resulting in greater damage to products / surfaces or the likes is excluded.

Any issue where reasonable access to carry out required works has been prevented by the occupier / owner will be excluded after 3 attempts to gain access.

Anything covered by typical house insurance is excluded.