

GUARANTEE CERTIFICATE

Customer Name:
Installation Address:

SEALED UNITS

If a Sealed Unit ("the Unit") supplied and installed by Alan Joy Windows Ltd (the "Company") shall within 15 (fifteen) years from the date of installation fail as to its peripheral seal allowing moisture or damp to penetrate the Unit with resultant obstructed vision or reduced effectiveness, the Company will supply and install a replacement Unit free of charge SUBJECT TO the Customer's Responsibilities below.

HANDLES, HINGES & MECHANISMS

If a Handle, Hinge or Mechanism ("the Part") supplied and installed by Alan Joy Windows Ltd (the "Company") shall within 1 (one) year from the date of installation fail, the Company will supply and install a replacement Part free of charge SUBJECT TO the Customer's Responsibilities below.

EPDM ROOFING & ROOFLINE PRODUCTS

If an EPDM Roof or Roofline Product ("the Roof") supplied and installed by Alan Joy Windows Ltd (the "Company") shall within 15 (fifteen) years from the date of installation fail, the Company will replace or repair, at its discretion, the Roof free of charge SUBJECT TO the Customer's Responsibilities below.

WORKMANSHIP

The Company guarantees the quality of its workmanship for a period of 15 (fifteen) years from the date of installation and will undertake any necessary remedial work if its workmanship has not been carried out to a reasonable standard SUBJECT TO the Customer's Responsibilities below.

CUSTOMER'S RESPONSIBILITIES

The guarantees above shall only be effective if:

- i) the full contract price in relation to the Contract No. below has been paid before any problem develops; and
- ii) the Customer has notified the Company in writing within 1 (one) month of becoming aware of the problem; and
- iii) the problem is not caused by the Customer's willful, reckless or negligent act of failure to act including but not limited to:
 - a) the Customer has not used reasonable care with respect to the cleaning and maintenance of the Unit, Part or Roof, observing the Care and Maintenance instructions supplied at the time of installation including cleaning and wiping down surrounds and sub-frames (whether supplied by the Company or not);
 - b) the Unit, Part or Roof has not been interfered with, incorrectly treated, suffered impact or other damage or had abrasive materials used on it;
 - c) the Unit has not been used in any way which has itself impaired the seal or the effectiveness of the unit; and
 - d) the Part is not obstructed and has when necessary been lubricated.

REPLACEMENT UNIT OR PART

The Company cannot guarantee that it will be able to source exact replacement Units, Parts or Roofs due to circumstances beyond its reasonable control such as changes in design and product lines being discontinued by manufacturers. The Company will use all reasonable endeavours to source the same replacement Units or Parts but reserves the right to supply replacement Units or Parts of a design or standard current at the time of such replacement even though this may vary from the design or standard at the time of original installation.

CONTRACT NO:

SIGNATURE: **DATE:**.....

This Guarantee Certificate is issued in addition to and not in substitution for the Customer's statutory rights relating to faulty or misdescribed goods.