Your assurance of long-term peace of mind on every product and installation completed by Timber Windows Essex Ltd.

SECTION 01 Scope of Warranty

This warranty applies to products supplied and/or installed by Timber Windows Essex Ltd. Products covered include timber, uPVC and aluminium windows and doors, sliding sash windows, bi-fold doors, roof lanterns, composite doors and sealed glazed units supplied via approved manufacturers including **Korniche**, **Sheerline**, **Evolution**, **Aluco**, **Roseview**, **Masterframe**, **Sunflex** and **Liniar**.

SECTION 02 Warranty Periods

PVC & Aluminium

Sheerline · Korniche · Aluco · Liniar · Sunflex · Masterframe · Roseview

Structural defects & manufacturing faults	**10 years**
Aluminium extrusion (Qualicoat — detachment, flaking, blistering, chalking, fading)	**10 years**
Aluminium extrusion (marine environments)	**5 years**
Glass (against breakdown — condensation within the unit)	**10 years**
Hardware	**10 years**

Timber

Painted and stained timber windows & doors

Timber against rot & fungal decay	**30 years**
Paint finish	**12 years**
Stain finish	**6 years**
Glass (against breakdown — condensation within the unit)	**10 years**
Hardware	**10 years**

SECTION 03 Installation Warranty

Not applicable to supply-only contracts.

Timber Windows Essex provides a **10-year workmanship warranty** covering installation defects, installation-related water ingress and incorrect fitting, where installed by our in-house installation teams.

SECTION 04 Exclusions

This warranty does not cover fair wear and tear, cosmetic damage not reported within 14 days, misuse, accidental damage, structural movement of the property, condensation on glass surfaces, third-party alterations, storm damage beyond design limits, lack of maintenance in accordance with our Care and Maintenance Instructions, or corrosion in marine environments unless marine grade was specified.

SECTION 05 Maintenance Requirements

It is vital that the integrity of the coating system is maintained. To do this, the surface should be cleaned **at least biannually** — usually at the same time as cleaning the glass. Regular cleaning removes dust, insects and other contaminants which can form a base for algae and fungal growth. **Do not use hose pipes, power washers or similar.**

Please refer to our Homeowner's Aftercare Guide for full care and maintenance instructions on all timber products.

SECTION 06 Glass Warranty Limitations

Condensation on internal or external surfaces, minor optical distortions within industry tolerances, and scratches not reported within 7 days are excluded from cover.

SECTION 07 Limitations of Liability

Liability is limited to repair or replacement of defective components. Consequential loss, compensation for inconvenience, and redecorating costs are excluded. Liability shall not exceed the original contract value.

SECTION 08 Claims Procedure

Claims must be submitted in writing with supporting photographs and installation details. We reserve the right to inspect prior to authorising remedial works.

WARRANTY CLAIMS & AFTERCARE

Katie King — Service Coordinator

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SECTION 09 Statutory Rights

This warranty is provided **in addition to** your statutory rights under the Consumer Rights Act 2015.