

VELUX Commercial Xtralite Limited

20 Year Product Guarantee



Xtralite

IMPORTANT INFORMATION

To obtain the benefit of this 20 year guarantee, the purchaser must submit a written request to the following address within 90 days of delivery:

Product Guarantee Dept, VELUX Commercial Xtralite Limited, Spencer Road, Blyth Riverside Business Park, Blyth, Northumberland, NE24 5TG.

Alternatively, email requests may be submitted to; Sales@xtralite.co.uk

WHAT IS COVERED.

Our guarantee covers each product supplied against defective manufacture, workmanship or materials and provides the purchaser with our assurances that all products marketed and sold by VELUX Commercial Xtralite are fit for the purposes intended by our design for a period of 20 years. Should any products, directly by deterioration, or failure of any component parts within the period of this guarantee, be deemed to be unfit for purpose we will attend site to undertake repairs, remedial works or supply replacements. The course of action undertaken will be strictly at our sole discretion, and works will be undertaken in order to reinstate any product to being fit for its intended purpose.

This guarantee is limited to parts and factory/product labour and we will, at our sole discretion, repair or replace in part or whole, any VELUX Commercial Xtralite product or component which is covered by our guarantee. If a replacement product or component is offered by us, but identical goods are no longer available, then we reserve the right to replace the original VELUX Commercial Xtralite product or component with the nearest equivalent.

WHAT IS NOT COVERED

Our guarantee does not cover site labour nor any other costs incurred by you (including direct or indirect losses), nor does it cover any defects arising in respect of:

- (i) Misuse or abuse;
- (ii) Failure to install, maintain or utilise the VELUX Commercial Xtralite product in accordance with any written instructions provided, good practice or any legislation;
- (iii) Failure of any electrical components after a period of 12 months from supply;
- (iv) Failure of any glass units (either double or single glazed) after a period of 12 months from supply;
- (v) Parts which do not form the material structure of the VELUX Commercial Xtralite product;
- (vi) Adjustments or alterations undertaken by persons other than VELUX Commercial Xtralite trained and authorised representatives;
- (vii) Moving parts or parts which are likely to perish over time.

We would highlight that the purchaser of our products, must notify us immediately of any changes to the roof build up, fabric, or structure which occurs after the incorporation of our rooflight products. If such facts are not disclosed to us this Guarantee may become invalid. Written confirmation must be sought from VELUX Commercial Xtralite Limited confirming the Guarantee is unaffected by any such changes to the said roof build up, fabric or structure.