



**Black
Country
Glazing**

BLACK COUNTRY GLAZING LTD GUARANTEE

This document provides the outlines for the 10 year guarantee you receive with your products from Black Country Glazing Ltd.

Black Country Glazing Ltd guarantees the works against faulty materials and workmanship after installation for 10 years.

This guarantee is conditional on the works adequately and properly maintained (see maintenance brochure) and does not cover any physical damage caused by misuse, impact, abrasion or cleaning with a non-proprietary chemical.

Sealed units are covered under the guarantee from breaking down (misted in between panes).

This guarantee stands only if the bill has been paid in full. If any materials are damaged (scratched, dented etc) this must be raised within 5 days of the installation being completed.

Mould from condensation on windows will not be covered as this comes under maintenance of windows and doors (see condensation brochure) this also includes cracked plaster.

Any claim made under this guarantee must be made in writing to Black Country Glazing Ltd (enquiries@blackcountryglazing.com) within 14 days of the defect becoming apparent.

When making a claim please state your invoice number as not having this information could delay the process.

The process of making a claim is as below:

You can call or email us with the issue, if emailing please include photographs or videos.

The office will then review your claim and if needed an engineer will be booked to suit both yourself and Black Country Glazing Ltd

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