

HENDERSON

Warranty

P C Henderson pledges to provide all of its products free of any manufacturing defects and material flaws. In the unlikely event that your product develops a manufacturing defect or material flaw, it is covered by a 10 year warranty and the product will either be refunded, repaired or a replacement product provided free of charge (of which to be determined at the discretion of P C Henderson).

A manufacturing defect is defined as where the product or component sold is not of merchantable quality nor fit for intended purpose. The warranty excludes defects resulting from:

- Failure to follow the recommended installation and maintenance procedures
- Abuse, misuse or neglect
- Incorrect installation
- If a product or component is installed or incorporated into another entity's or manufacturers product
- Circumstances where the products are used for purposes other than intended use
- Natural disasters such as flooding, windstorms and lightening
- Damage caused by the external environment in which the products are situated (e.g. fatigue damage caused by external vibrations)
- Alterations to the products by any person unless authorised by P C Henderson

A general decline in a products appearance or performance due to natural operation is not covered by this warranty.

P C Henderson's liability in respect of products that it finds to have manufacturing defects is limited to refunding, repairing or replacing the defective products. The repair or replacement of the defective product will be to a standard that provides the same degree of serviceability or functionality that a product without defect would otherwise have.

P C Henderson will not be liable for any costs incurred for the removal or installation of any products including any works that are carried out in order to bring the installation back to its original condition.

P C Henderson will not be liable in contract, tort or otherwise for costs, expenses, loss or damage to any person or property, including consequential losses or loss of profits, resulting directly or indirectly from any defect or breach of warranty.

The above warranty applies to P C Henderson's range of sliding and folding door hardware products and excludes accessories.

What to Do

If you wish to make a claim under this warranty please contact P C Henderson on +44 (0) 191 377 7345. You must provide your proof of purchase when submitting a claim and all claims must be submitted within two months of you discovering the fault on your P C Henderson product.

