

LUMEN

ROOFLIGHT

Tel: 0330 300 1090
www.lumenrooflight.co.uk

Lumen Guarantee

1) Lumen provides the end-user with a guarantee as follows:

Paint	9 years
Interior liner	1 year
Double glazed units	Lifetime
Tapes	Lifetime
Rubbers	Lifetime
Gas struts (on escape rooflights)	1 year
Stainless steel nuts, bolts and washers	Lifetime
Manual winding mechanism	Lifetime
Electric mechanism	1 year

The guarantee shall apply to the aforementioned components located in Great Britain (mainland and islands) that have been delivered after 1st January 2015.

2) Commencement of the guarantee

The guarantee period commences from the date of delivery.

3) Extent of guarantee

The guarantee shall cover defects in the products arising from defects in material or production.

Coverage provided by the guarantee is provided on condition that the end-user proves that any defects or faults do not result directly or indirectly from a) faulty installation, i.e. installation made contrary to the installation or (in the absence of such instructions) contrary to good craftsmanship, b) installation outside recommended installation areas, c) incorrect operation or misuse, d) transportation, installation or any other form of handling, e) product modifications or f) other factors not due to defects in material or production.

Coverage provided by the guarantee is also provided on the condition that the end-user proves that any defects in the product do not result directly or indirectly from neglect of maintenance as described in the maintenance instructions – or that any defects could not have been prevented through maintenance. Instructions are supplied at the time of order and further copies can be obtained via our office or www.lumenrooflight.co.uk.

Product/equipment is supplied only for the purpose for which it is specifically designed and which is clearly defined in the appropriate brochure or manual. We do not accept liability for damage or injury caused as a result of the product/equipment being used for any other purpose.

We do not accept any liability for incorrect calculations, incompatible designs or advice which may result in the product/equipment supplied not being suitable for the purpose for which it was purchased.

4) Repairs under the guarantee

Unless otherwise decided by Lumen, the end-user shall be responsible for repairing the product. The guarantee covers free of charge delivery of any replacement parts/materials necessary for the end-users repair of the defect. Where a product is repaired under the guarantee, the repaired product will continue to be under guarantee. No new guarantee will apply to that repaired product or any spare parts/material which are used by the repair.

Specification of any replacement parts will need to be identified by the end-user providing the batch reference number found on the tag attached to the interior liner. Where this information is not available, Lumen will use the invoicing date to provide the replacement specification. Lumen operate a policy of continued product development and where an exact match is not possible, we shall issue parts/materials to the current specification.

5) Replacement under the guarantee

A replacement shall be made free of charge by replacing the old product with a new product of the same kind, type and quality. If at the time when the complaint is made, the product is no longer in production or is not made in exactly the same version (form, colour, covering, finish etc) Lumen shall be entitled to replace it with similar product.

Lumen will pay all costs relating to the transportation/dispatch of the replacement to the end user address. The replacement of the item and any associated costs are at the liability of the end user.

A new guarantee period shall commence from the date of replacement delivery.

6) Refunds

Only in exceptional circumstances and by previous written agreement will we accept back, for credit, items which have been supplied against orders which have been manufactured in accordance with your specifications. Restocking charges will be applied by us for all other circumstances with a minimum charge of 30% and will also be subject to an additional carriage/ collection charge. Consumers covered by the Distance Selling Act will revert to these terms after the period covered by the Act expires.

7) Non-Coverage

This guarantee does not cover:

- Any change of colour and fading irrespective of these being caused by sun/condensation/acid rain/salty splashes or any conditions with corroding or material changing effect.
- Any cosmetic conditions such as changes in the sealant or condensation
- Knots in the wood
- Inevitable and/or expected reduction of the efficiency of the product, including technical specifications and tolerances.
- Variations that occur naturally in the materials used.
- Malfunction or restricted function resulting from blocking or the like due to environmental factors such as twigs and leaves.
- Any other similar conditions, irrespective of these being characterised as defects.

Faulty goods shall not form the subject of any claim for labour costs or other expenditure incurred by the buyer/end-user. In addition, Lumen does not accept liability for any loss or damage incurred by the buyer/end-user arising directly or indirectly from incidents beyond our reasonable control, including but not limited to industrial disputes, fire, war, terrorism, unusual natural occurrences or other force majeure.

Lumen does not accept liability for third party products irrespective of these being sold or displayed together with the products referred to in this guarantee.

This guarantee may be invoked only on condition that the product has been paid for in accordance with our payment terms agreed for the product.

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