Landmark
WINDOWS & JOINERY

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Landmark Windows Warranty Guide

We aim to provide our customers with quality timber products and recent research has shown that wooden windows can have a desired life in excess of 60 years if maintained correctly.

At all times we will provide a premier service and provide a full and comprehensive warranty service where required.

- 10-year guarantee on timber against fungal rot and decay.
- If Accoya Premium option, 50-year guarantee against material damage only. **(see our Accoya Guarantee document for reference)**
- 5-year guarantee on double glazed units.
- Up to 10-year guarantee 3 coat paint finish.
- Up to 5-year guarantee on 3 coat stain finish.
- 1 year guarantee on ironmongery and hardware operation only.
- 2-years guarantee on repairs and restoration works.

For full details please see our website at http:// www.landmarkwindows.co.uk
Guarantee certificate will be provided once full and final payment has been received.

Manufacturing Tolerances & Natural Material Characteristics:

All timber products are manufactured using natural materials. Variations in grain pattern, colour, texture, minor knots, resin pockets, surface checking, and natural movement are inherent characteristics of timber and do not constitute defects.

Seasonal expansion or contraction caused by humidity or temperature changes is normal and expected. These natural movements are not covered under this warranty unless they directly result from a manufacturing defect.

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All glazing is supplied in accordance with the Glass & Glazing Federation (GGF) Visual Quality Standards. Minor imperfections, haze, or distortions acceptable under GGF guidelines are not considered defects.

Due to manufacturing tolerances, slight variations in paint finish, stain absorption, or tonal differences may occur and are considered normal.

Items Not Covered by the Warranty:

Exclusions – What is Not Covered
The warranty does not cover any of the following:

- Damage caused by incorrect installation, sealing, or fitting carried out by third parties.
- Movement, cracking, or distortion caused by building settlement, structural movement, or subsidence.
- Damage caused by poor ventilation, excessive moisture, condensation, or failure to maintain a suitable internal environment.
- Damage caused by painting over seals, vents, trickle vents, drainage pathways, or ironmongery.
- Damage resulting from cleaning with abrasive or unsuitable chemicals.
- Storm damage, impact damage, vandalism, or accidental damage.
- Any cosmetic issue (minor scratches, blemishes, paint imperfections) not reported immediately on delivery or installation.
- Damage or faults arising from customer decorating, plastering, sanding, or other building works.
- Issues resulting from misuse, adjustment by others, or alteration to the products after installation.

Expiry & Time Limits for Claims:

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Time Limits for Reporting Issues
Any visible defects or cosmetic issues must be reported immediately upon delivery or installation, and in all cases within 7 days.

Any manufacturing defect discovered during the warranty period must be reported in writing within 7 days of discovery. Claims submitted after this period will not be accepted.

No claims may be made after the expiry of the applicable warranty period for the product or component. Once the warranty period ends, all liability of the Company ends.

Limitation of Liability:

The Company's total liability under this warranty is limited strictly to the repair or replacement of defective goods or components, at the Company's sole discretion.

The Company shall not be liable for any:

- consequential, indirect, or special losses,
- costs of scaffolding, access equipment, or site preparation,
- decoration, plastering, tiling, flooring, or interior finishes,
- third-party installation or reinstallation costs,
- loss of earnings, rental income, business interruption, or inconvenience.

The Company accepts no liability for any damage caused during or after installation where installation is carried out by a third party.

Product Lifespan Statement:

Any reference to typical product lifespan (such as timber lasting 60 years) is indicative only and based on recognised industry studies under proper maintenance conditions.

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Statements regarding expected lifespan do not form part of this warranty and do not constitute a guarantee of performance over any specific period beyond the stated warranty terms.

Actual lifespan will depend on environment, exposure, usage, and ongoing maintenance carried out by the Customer.

Warranty Claim Procedure

To make a valid warranty claim, the Customer must strictly follow the procedure below. Failure to comply with any step will result in the claim being rejected:

Notification Period:
The Customer must notify the Company in writing within 7 days of discovering a potential defect.
Notifications outside this period will not be accepted.

Written Evidence Required:
The Customer must provide:
- A detailed written description of the issue
- Clear, date-stamped photographs and/or videos
- Proof of full payment of all invoices

Access Requirements:
The Customer must provide the Company with reasonable access to inspect the Goods within 14 days of the claim being raised.
Failure to allow access will void the claim.

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Inspection & Determination:
The Company will assess whether the issue is:
- a manufacturing defect,
- installation defect, or
- the result of wear, neglect, misuse, environmental conditions, third-party work, or lack of maintenance.

The Company's determination shall be final and binding.

Exclusions:
The warranty does not cover defects arising from:
- Moisture or condensation due to lack of ventilation
- Failure to repaint or re-seal as required
- Customer-provided measurements or specifications
- Environmental or structural movement in the property
- Third-party work or alterations
- Natural timber variation, expansion, or shrinkage

Remedy:
If a valid warranty claim is accepted, the Company will, at its sole discretion, repair or replace the defective Goods or component.
No other remedies, compensation, or reimbursement will apply.

Call-Out Charges:
If, upon inspection, the issue is found not to be a warranty defect, the Customer will be charged the Company's standard call-out fee and any associated costs.

Temporary Works:
The Company is not responsible for providing temporary security, boarding up, or other interim measures pending inspection.