

03 October 2013



Timberland
In Partnership with **Anglian**

Ms F Blaney
Flat 3
1 Jacksons Lane
London
N6 5SR

Anglian Windows Limited
P0 Box 65
Norwich
NR6 6EJ

Your Contract Number: 01185780

Dear Ms Blaney

We have pleasure in enclosing the guarantee for your recent installation. This needs to be kept in a safe place for future reference: please note duplicate copies will incur an admin fee.

Please check that your details are correct, then complete and return the enclosed registration form in the reply-paid envelope provided.

If you are not the owner of the property may we ask that you pass on this correspondence accordingly.

Anglian would also appreciate a minute or so of your time to complete the short questionnaire. The feedback you provide will help us to maintain our service levels and offer relevant products to our customers in the future. As an additional "thank you" for completing the questionnaire, you will be entered into next month's prize draw to win £100 worth of Marks and Spencer vouchers.

We have also taken the opportunity to enclose details of our new enhanced recommendation scheme where you could receive upto £500 if you recommend friends or relatives.

Simply complete and return the enclosed form or, alternatively, call us free on 0800 988 9398.

Yours sincerely

Anglian Home Improvements

***Subject to conditions**

IMPORTANT NOTE

**TO VALIDATE YOUR
GUARANTEE PLEASE
COMPLETE THE
ENCLOSED
REGISTRATION FORM
AND RETURN IN THE
REPLY PAID ENVELOPE
PROVIDED.**

**DO NOT RETURN YOUR
GUARANTEE.**

Guarantee



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Wooden Windows & Doors

The Company provides the following guarantee periods subject to the following exclusions:

- 10 years – the painted finishes of the windows and doors, all glass and paintwork on doors, adjustment or replacement of window and door handles and hinges, locks, furniture, Georgian plant on bars, wooden window boards and all other moving parts.
- 5 years – the stained finishes of the windows and doors.
- 1 year – Letter boxes, mastic sealants, kick bars and all repair work to brickwork and plastering.

The Company undertakes to repair or replace free of charge any product manufactured or supplied by the Company which proves defective as a result of faulty materials or workmanship from the date of installation during the above guarantee periods.

Any repair work carried out or replacement units supplied within these guarantee periods will also be covered by the Guarantee, but only for the remainder of the guarantee period.

The purchasers attention is drawn to instructions found on the reverse of the Company's Guarantee, in particular when wooden frames are installed to the need to periodically coat the wood with the correct sealant.

The Company accepts no liability in respect of the following:

- (a) Damage due to purchaser, animals, insects, rodents or others, accident, storm, flood, neglect, misuse, faults or premature deterioration which result from the purchasers failure to comply with any maintenance instructions printed on the reverse of the guarantee or on any relevant manufacturers guarantee
- (b) The failure of the installation to reduce or eliminate condensation
- (c) Damage caused by movement, expansion or contraction of ground or soil, due to underground or mine workings, climatic changes, water content, or tree root activity
- (d) Damage to the product attributable to the failure of foundations or structure when these have not been constructed by the Company
- (e) Discolouration or frost damage to brick work
- (f) Minor defects to plaster work or brick work due to settlement

- (g) Damage or deterioration to the product arising out of normal wear and tear in the home, pollution and the effect of sea or salt water
- (h) The fading or discoloration over time of wooden products due to natural causes
- (i) Any variation in the colour or shade of any glass supplied under this guarantee, where that variation is due to the fact that the glass manufacturers no longer manufacture the glass in question
- (j) Staining caused by any substance whatsoever
- (k) Installations which are not located on the UK mainland (except the Isle of Wight)
- (l) Our inability to provide parts or furniture that match those supplied where the items in question have become obsolete, in which case the Company shall provide an alternative of at least equivalent quality.
- (m) Any business losses that the Purchaser suffers in relation to the use of the property at which the installation has been, or is due to be, carried out. For the avoidance of any doubt, "business losses" include (but are not limited to) losses such as loss of rental income, professional fee income, loss of bookings and loss of profits. If the Purchaser is operating any form of business at or from the installation address, the Company recommends that the Purchaser takes out his own insurance to cover such losses.
- (n) Resin exudation, or staining around knots

Any claim under the guarantee should be notified to the Company as soon as possible. The Company will not consider any claim in respect of scratches to the external faces of any glass supplied unless such a claim has been notified to the Company in writing within 12 weeks of the installation.

This does not affect the Company's obligation to exercise reasonable care and skill when performing the contract and to use products that are of satisfactory quality and fit for normal purpose.

All repairs will be completed in normal working hours 8.30am to 5.30pm Monday to Friday excluding Bank Holidays. A request to attend outside of these hours would be chargeable at our prevailing rates. A charge will be made for replacement keys.

Supply only contracts

The Company's above guarantee applies to Products which have been supplied and installed by the Company. When the purchaser or a third party installs the product, the guarantee under this contract is limited to the Product only. Should the Product become defective as a result of faulty materials and require a replacement component, our responsibility would be limited to supplying the replacement component only. This means that the Company takes no responsibility for installation work performed by the customer or a third party. As such all visits to the purchasers property during or after the installation would be chargeable whatever the reason.



Registered Company

MS F. BLANEY
FLAT 3
1 JACKSONS LANE

FENSA CERTIFICATION (does not apply in Scotland or to Conservatories, Rooftrim products or supply only). Please note that your window and door installation does comply with FENSA regulations, but this guarantee does not constitute a FENSA Certificate.

The certificates are issued separately by the FENSA organisation and should arrive with you, within 28 days of your installation date.

If you do not receive your certificate, please contact FENSA direct on 0207 645 3700. It is a legal requirement to have a FENSA

0208 5972517

Customer: LONDON

N6 5SR

For service under the terms of this Guarantee
please contact:

01185780

Order Number:

Installation Week Ending Date:

10/08/13

For Anglian Windows Limited

This guarantee is in addition to and does not affect your statutory rights.

IMPORTANT: THIS SHOULD BE KEPT IN A SAFE PLACE FOR FUTURE REFERENCE.