

## WARRANTIES & GUARANTEES

Stairways Midlands quality manufactured products are guaranteed for 12 months against faulty materials or manufacture, provided that the products are maintained according to our recommendations.

The Stairways guarantee period begins from the date of the invoice and is underwritten by Stairways Midlands Ltd terms and conditions of sale. Which stipulates products are sold as new, in accordance with manufacturers specifications and are free from defects in materials and workmanship.

All purchase orders are acknowledged by attaching our recommended installation, storage and handling guides. Maintenance guides are offered upon completion of the order by requesting our Operations and Maintenance manual.

In the unlikely event our products shows to be defective in material or workmanship:

1. Do not proceed with Installation.
2. Contact our Customer Service Department, reporting the defect, complete with evidence – which can be photography / videos and reference numbers as applicable.
3. Your complaint will be logged and reviewed accordingly. You will be kept updated and receive regular correspondence tracking the status of the complaints.
4. We aim to resolve all complaints within the shortest time possible

**All claims must be made in accordance with section 6 – Terms & Conditions**

### Staircase Conditions of Warranty:

- Before use please read the install instructions and ensure the product is installed as per the installation recommendations. A copy of this is supplied with every delivery or can be supplied upon request.
- The Staircase and Balustrading are guaranteed for a period of 12 months from the date of despatch.
- Your 12 months warranty covers parts and labour subject to the user carrying out regular maintenance, as applicable. Failure to maintain the product will invalidate this warranty.
- A copy of the maintenance log may be requested on receipt of a warranty claim.
- The Staircase and Balustrading covered must be purchased directly from Stairways Group.
- This warranty will be invalidated if unauthorised repairs or alterations are carried out to the Staircase and its components. Does not include small chips, dents or scratch repairs.
- This warranty does not cover accidental damage, misuse, damage caused by improper installation, unauthorised repair, or alterations.
- This warranty does not cover warping, twisting or bowing when fitted in locations that have large heat differential.
- This warranty does not cover colour or grain differential in natural or veneered timber components, species or articles. Nor the presence of 'knots'.
- Transport damage or missing parts must be reported within 48 hours of receipt of goods.
- This warranty does not affect the purchaser's statutory rights.
- This warranty is valid in the UK mainland only.
- Stairways Group shall not be liable under any circumstances for any loss of profit or other consequential loss or damage.

## Door Set Conditions of Warranty:

**Please note:** Glass, Ironmongery and other ancillary items are covered by the individual manufacturer's guarantee.

- Before use please read the instructions contained within this manual and ensure the product is installed as per the installation recommendations. A copy of this is supplied with every delivery or can be supplied upon request.
- The doors and frames are guaranteed for a period of 12 months from the date of despatch.
- All hardware will come with a manufacturer's standard warranty a copy of which can be supplied upon request. Please note any free issue ironmongery is not included within the Stairways warranty.
- Your 12 months warranty covers parts and labour subject to the user carrying out regular maintenance as per this document. Failure to maintain the product will invalidate this warranty.
- A copy of the maintenance log may be requested on receipt of a warranty claim.
- The doors covered must be purchased directly from Stairways Group.
- This warranty will be invalidated if unauthorised repairs or alterations are carried out to the door(s). Does not include small chips, dents or scratch repairs.
- This warranty does not cover accidental damage, misuse, damage caused by improper installation, unauthorised repair, or alterations to any hardware.
- This warranty does not cover warping, twisting or bowing when fitted in locations that have large heat differential on either side of the door, i.e when doors are fitted to apartment entrances and there is an unheated corridor or to an integral garage situation.
- Transport damage or missing parts must be reported within 48 hours of receipt of goods.
- This warranty does not affect the purchaser's statutory rights.
- This warranty is valid in the UK mainland only.
- Stairways Group shall not be liable under any circumstances for any loss of profit or other consequential loss or damage.

## Extended Warranty

Should you wish to apply for an extended warranty please contact Stairways

## Important Notice

Please note that service calls arising from incorrect use will be made on a chargeable basis, if you require assistance please contact a member of the Stairways Team

## Outside Warranty Period

Following the expiry of the warranty period, service calls can be arranged on a chargeable basis.