

UAP Cylinder Guarantee Details

UAP Limited distribute a range of Euro Cylinders Polished Brass and Satin Nickel Plate

We guarantee the products and finish against the following;

Surface Coating failure

We guarantee that the above products will not tarnish for a period of 2 years subject to;

1. The products are applied to a handle affixed to a door or window frame and no item of door furniture on the door or window frame are sealed or fixed using any form of silicone sealant or the like
2. The products are fixed correctly using the correct fixings and are not scratched or damaged at any time during the installation process or thereafter
3. The products are cleaned monthly with a moist cloth and not with any form of cleaning agents
4. The internal workings are lightly sprayed with WD40 (or similar) every 12 weeks
5. No claim will be accepted for any product that is scratched or mutilated or fitted incorrectly

Mechanical failure

We guarantee that the above products will not fail mechanically in normal use during the 2 year guarantee period
subject to the conditions outlined above.

Claiming under the Guarantee

Every product must be inspected before they are fitted in to the handle set of the door or window frame for any defects. If any defects are found then the product must not be fitted and the fault reported immediately to UAP Limited. Any product fitted is assumed to have been inspected and approved as being fit for purpose.

To make a claim under the guarantee, UAP Limited must receive in writing the product code of the item, the full details of the problem, the date the product was purchased, the date of manufacture of the unit in question and the address of the installation.

We will require all 'faulty' items to be sent to ourselves at the address below by first class recorded delivery post. We will then examine the item in question and confirm whether the item is covered by the guarantee. If it is not covered by the guarantee we will advise you, the customer, in writing of the reason for rejecting the claim.

Limitations of the Guarantee

UAP Limited's guarantee will be limited solely to the replacement of the item purchased from UAP. There is no liability whatsoever for consequential damages or costs, howsoever calculated or incurred. UAP Limited will enforce and rely fully upon their terms and conditions of sale in all aspects other than the limitation set out above. UAP will also pay for the cost of the recorded delivery, if and only if, the product is deemed to be covered by the terms of the guarantee set out above.

Payment of the guarantee

UAP reserve the right to discharge the guarantee claim in the form of replacement products at the customer's normal buying price at the time of the complaint being received by UAP Limited.

Time Limit on Guarantee Claims

UAP will only be liable for claims made within a maximum period of 2 years from the date of purchase of the products from UAP Limited.

Correspondence address for all Guarantee Claims

Any guarantee claim must adhere to the system set out above in all respects and must be made in writing to: UAP Limited, Unit 1 Albert Close Trading Estate, Whitefield, Manchester, M45 8EH.

The terms of this guarantee may be varied by UAP Limited at any time at their own discretion. Please see www.uapcorporate.com for up to date product guarantees.

Date: 1st January 2014