

IDM Doors Limited Product Warranty Conditions

This Warranty does not cover commercial doors. Warranty offered: We agree, at our discretion, to replace, repair or credit defective materials to the timescales shown overleaf.

The Warranty will only apply under the following conditions.

Due to the nature of our supply, the many parts, which constitute a window or door set, come from more than one supplier and as such, each supplier's individual guarantee will be in effect in the event of a claim. Different suppliers will have limiting criteria laid down in the event of a claim and acceptance will be based on this and may not be fully covered in the notes below. This 'IDM Doors Limited' Warranty has been produced from the examination of the various separate warranties and summarised accordingly. We have not fully reproduced other company's warranties and will not be held liable for any omissions made and limits they enforce in the event of a claim. Copies of these individual warranties are available from us if required.

1. Warranty and guarantees are all based on the date of our supply.
2. Any defects were caused by faulty materials or our workmanship and as such any defects were not the results of abuse, forced entry, neglect, unreasonable use, acts of war, explosion, exposure to harmful chemicals, or other unnatural causes including fire, flood, earthquake, storm, tornado, other extreme acts of nature or unforeseen acts of God.
3. This Warranty is limited and IDM Doors Limited will only agree to repair or replace the defective products. All other damages, whether proximate or localised are not covered.
4. The repaired or replaced items will be covered by the Warranty only for the remainder of the original warranty.
5. This Warranty is invalid if the purchaser in any way modifies the product, adds items, or finishes to the door without written consultation and reply from 'IDM Doors Limited' for suitability.
6. The colour of the door and glazing beads is expected to fade over time, as with most products exposed to the elements, and this is dependent upon site conditions. Glazing beads are a different material to the door slab and will not be an exact colour match and will fade at a different rate to the door face. This applies to all unpainted 'standard colours' Black, Blue, Red and White.
7. If any repair or replacement is necessary, 'IDM Doors Limited' will at its option, replace, repair, or credit the price paid for the item. If a full credit is given, this Warranty becomes invalid and 'IDM Doors Limited' will not accept any further claims on the product in question.
8. In the result of a Warranty claim, the purchaser is responsible to provide proof of purchase and delivery with each individual claim.
9. Warranty claims are subject to the inspection of 'IDM Doors Limited' when deemed necessary and at their discretion. We shall be afforded reasonable access to the product in question and in doing so 'IDM Doors Limited' or its representative shall be acting as an expert and the decision as to whether there is any such defect which is covered by this Warranty shall be final and binding.
10. Any glazing units will be free from unreasonable visual obscuration caused by condensation or dust collection within the sealed unit, provided that such obscuration has arisen through the failure of the edge seal caused by defects in material or faulty workmanship. The GGF outlines permissible glazing defects and will be used in arbitration.
11. Glazing units are not covered if in use at an altitude over 800 metres.
12. Glazing units displaying the optical phenomenon occasionally seen as interference colour bands, known as "Brewsters Fringes" are not covered.
13. Any Warranty claims, which are proven not to be covered and are due to the faulty workmanship or defective materials by others outside our control, will be subject to recharges to recover any investigative costs, which 'IDM Doors Limited' may have incurred.
14. Lock mechanisms are covered for breakage or mechanical failure proven to be due to defective workmanship or material. Fair wear and tear will be accepted. No liability is accepted in respect of consequential loss, damage or liability or in respect of additional costs or expenses incurred arising from such defect, breakage or other failure.
15. The alleged defect must be reported to 'IDM Doors Limited' in writing within the Warranty period.
16. 'IDM Doors Limited' shall not be under any liability in respect of a defect in its products, which arise from any drawing design, or specification as supplied by the customer.
17. The customer (or customer of the customer) shall ensure that all products supplied are adequately maintained in accordance with the specifications and recommendations issued by 'IDM Doors Limited' and each individual manufacturer.
18. 'IDM Doors Limited' shall be under no liability whatsoever pursuant to the terms of this Warranty if the total price for the product has not been paid by the due date for payment.
19. This Warranty covers only the products mentioned and is not fully binding to all items that may be supplied by 'IDM Doors Limited'.
20. Doors, frames, windows and ironmongery etc must be installed in accordance to BS 8213-4:2016 and BS 8214:2016 and with current good building practices and with reference to our 'Door and Window and Fire Door Fixing Instructions'.
21. In the event of a Warranty claim we will take all reasonable actions to resolve the matter quickly and to the satisfaction of the customer. However due to the nature of the variety and natural aspect of some components we will only be liable to replace or repair to the original standard of the product as supplied and paid for.
22. This Warranty shall be governed by and construed in all respects in accordance with English Law.

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