



Metador

15 Year Guarantee



What Metador guarantee includes:

The frame and door set is given a **15 year** guarantee subject to correct door installation and maintenance.

All our Ironmongery has a **5 year** guarantee subject to correct usage and maintenance

The Marine Grade PPC finish is guaranteed for a period of **10 years** subject to the cleaning and maintenance programme.

Metador core values are Reliability, Integrity & Honesty whilst also ensuring Quality is guaranteed.

At Metador we love innovating, manufacturing and delivering doors. We have learnt that it is not enough to just sell great doors, there has to be an excellent infrastructure that ensures we satisfy our customers every time. We have worked hard to ensure operations and procedures are a quality reflection of our values and the above is in honest terms of what our guarantee offers.

At Metador, there are some situations in which the guarantee does not cover, these include damage caused by:

- Abuse, unsuitable or lack of maintenance and any other neglect that might occur.
- Harmful cleaning solvents that may be used to clean the door
- Incorrect installation of the door
- Damage to the paint finish of the door which may include, scratches, washing and paint protection.
- Use of parts that are installed that are not advised by Metador
- External impacts including weather
- Repairs or fitting that have been supported by other persons
- Fair wear and tear

It should be noted that for any guarantees or warranties to be valid, the cleaning and maintenance regime must be documented and recorded, confirming the frequency of maintenance along with all methods and products used. This must be submitted for any claim to be considered.

Terms and Conditions of the Guarantee:

- ✓ We will repair or at our option replace any goods sold by us to you which are, shown to our reasonable satisfaction to have become defective within the warranty period stated above from the date of purchase.
- ✓ Where we have supplied a product with an internal defective component we will only replace the defective component within the product.
- ✓ 'Defective' goods are those which under correct usage, do not function properly because of a fault in materials, workmanship or design.
- ✓ On our inspection, if the goods are found not to be defective but have failed due to misuse, incorrect installation or damage, we reserve the right to make a reasonable charge for the cost incurred.