

Guarantee

10 YEARS - All our garden room installations are covered by a 10-year structural guarantee in respect of design and manufacturing faults to the structure of the building and roof.

3 YEARS - Double glazed units are guaranteed for 3 years against failure of hermetic seals causing condensation between the glass panels.

1 YEAR - Locks, handles and all other ancillary fixtures and fittings along with electrical installations are guaranteed for a period of 12 months from the date of purchase.

Terms and Conditions of Guarantee

No guarantee will be made against the effects of weather exposure on the colour of the external cladding. Timber cladding will naturally fade and silver over time, it is recommended that any timber cladding on the garden room is treated by the client within 6 months of installation and every 12 months thereafter to preserve its original colour.

Door adjustments may be necessary from time to time and are not covered under guarantee. Adjustments can be easily carried out by the client – please call for further advice.

We would like to remind clients that wood is an organic product, subject to naturally occurring changes as a result from different environmental conditions. These changes include (but are not limited to) changes in colour, surface splits, cracks, warpage, and shrinkage. The development and appearance of these natural properties of timber are not defects with the product itself and as such are not covered by the guarantee.

Our garden rooms are manufactured from timber; as timber is a natural product, warping and expansion may occur whilst the building is settling. We adhere to NHBC guidelines with regards to plaster cracks and should superficial cracking of plasterboard occur over 2mm wide this is covered under your guarantee.

No guarantee will be made against scratches or imperfections in/on the glass once the sign-off of the building inspection has been completed. Glass breakages after installation are not covered under the guarantee.

Guarantee claims should be made immediate on the discovery of the fault. Failure to report a fault immediately may invalidate your guarantee. Once agreed, a team will be dispatched to remedy the issues free of charge.

We will not reimburse payments made to third-party repair contractors without prior written consent.

If the client is deemed to be responsible for any faults to the building, all costs associated with remedial works will be chargeable

We shall not be deemed liable for subsidence to the garden room or of the surrounding installation site unless such subsidence is caused by the negligence of ourselves during installation.

The client is deemed to be responsible for any damage and or faults caused to the garden rooms by vermin or pests, this includes but is not limited to - rats, mice, foxes, insects, and birds.

Any structural alteration made to the building by the client, or a third party employed by the client will invalidate the guarantee and as such, any related remedial works will be chargeable.

Guarantee

The client must ensure that adequate ventilation and drainage is in place around all sides of the building. Blocking in the sides of the building with paving or other landscaping material may result in excessive moisture retention either to the walls or to the base system. Blocking in the sides of the building will invalidate the guarantee.

We provides no guarantee in relation to any damage caused by storm-force weather conditions including flooding, standing water, or if the garden room or product has been misused or deliberately abused.