



TRADE TECH WINDOWS & DOORS

Warranty & Claims Procedure

Defect reporting, manufacturer warranty support and remedial claims process

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Warranty & Claims Procedure

Document status: Standard terms document. To be issued before order acceptance and linked from quotations, order acknowledgements, website legal pages and credit account documentation.

1. Purpose of this procedure

This Warranty & Claims Procedure explains how Trade Tech handles defect reports, warranty claims, manufacturer claims and remedial issues.

It forms part of our Trade Terms for Business Customers. For Consumers, it explains our process but does not limit statutory rights.

The purpose is to make claims fair, evidence-based and efficient.

2. First step when an issue arises

Notify us in writing as soon as reasonably possible.

Provide your order number, delivery date, installation date, photographs, description of the issue, location of the Goods, whether the Goods are installed, who installed them and what action has already been taken.

Do not carry out or instruct remedial work until we have had a reasonable opportunity to inspect unless urgent action is necessary to prevent danger or further damage.

3. Inspection rights

We must be given a reasonable opportunity to inspect Goods or Services complained of.

Inspection may be carried out by us, our supplier, manufacturer, installer, subcontractor, insurer or independent expert.

You must provide safe access and reasonable cooperation for inspection.

If access is refused or delayed, we may be unable to progress the claim.

4. Business Customer remedies

For Business Customers, where Goods or Services are defective due to our breach of contract, our remedy will be at our option: repair, replacement, rectification, credit or refund of the defective part.

We will not usually be responsible for removal, refitting, making good, access equipment, scaffolding, decorating, labour or consequential costs unless caused by our defective installation Services or required by law.

Minor snagging or warranty issues do not justify withholding payment of unrelated invoices or the full Contract price.

5. Consumer remedies

Consumers have statutory rights where Goods are faulty, not as described or not fit for purpose, and where Services are not performed with reasonable care and skill.

Depending on the circumstances and timing, Consumer remedies may include rejection, repair, replacement, price reduction, refund or repeat performance.

This Procedure does not replace or restrict Consumer statutory rights.

6. What is generally covered

Subject to the Contract, applicable law and manufacturer terms, warranty support may cover defects in materials or workmanship existing at delivery or arising from faulty manufacture.

Installation workmanship by us may be covered where we supplied installation Services and the issue arises from our failure to use reasonable care and skill.

Manufacturer guarantees may cover specific components such as sealed units, hardware, profile, powder coating, composite slabs, integral blinds or roof glazing, subject to manufacturer terms.

7. What is generally not covered

Warranty support does not usually cover misuse, accidental damage, site damage, impact, poor storage, incorrect handling, incorrect installation by others, building movement, structural defects, inadequate drainage, poor maintenance, unauthorised alteration, fair wear and tear, condensation caused by environmental conditions or failure to follow manufacturer guidance.

It also does not usually cover damage caused by plaster, cement, render, chemicals, abrasive cleaning, angle grinder sparks, welding, adhesive films, excessive heat sources or abnormal use.

Glass breakage after delivery is not covered unless caused by a defect present at delivery or by our negligence.

8. Glass and sealed unit claims

Glass claims require careful evidence because damage often occurs during handling, storage or installation.

Visible glass scratches, marks and edge damage should be reported before installation wherever reasonably possible.

Condensation between panes may indicate sealed unit failure. Condensation on room-facing or external surfaces is usually environmental and not a sealed unit failure.

Thermal stress cracks, nickel sulphide inclusions, impact damage, edge damage, shading issues, applied films and heat-source damage may be excluded depending on circumstances and manufacturer terms.

9. Hardware, handles and moving parts

Moving parts require periodic maintenance, cleaning, lubrication and adjustment.

Claims may be rejected where failure arises from misuse, forced operation, lack of maintenance, incorrect installation by others, settlement, door drop, building movement or adjustment issues not caused by us.

Where appropriate, we may repair, replace or adjust defective hardware.

10. Powder coating, foils and finishes

Powder coating, foils and finishes are subject to manufacturer tolerances, maintenance requirements and environmental conditions.

Minor shade variation, texture variation and batch variation may not be a defect.

Claims may be rejected where damage is caused by abrasion, harsh chemicals, pollution, coastal exposure, site contamination, cement, render, plaster, metal filings, sparks or inadequate cleaning.

11. Composite doors and panels

Composite doors and panels may be subject to manufacturer tolerances for bowing, colour, finish, expansion and contraction.

Correct installation, adjustment, locking practice and maintenance are important.

Claims may be rejected where issues arise from incorrect installation by others, failure to engage locks, building movement, misuse, excessive heat exposure, storm damage or lack of maintenance.

12. Integral blinds

Integral blinds are specialist manufacturer products and are subject to manufacturer warranty terms.

Claims may require manufacturer inspection or evidence.

Damage from misuse, forced operation, magnetic operator misuse, impact, incorrect installation or glass damage may be excluded.

13. Response process

After receiving a claim, we will review the information provided and may request more evidence.

We may arrange inspection, ask the manufacturer to assess the claim, request return of Goods or propose remedial action.

Timescales may depend on supplier availability, manufacturer response, parts availability and Site access.

Where a claim is accepted, we will confirm the remedy and reasonable timescale.

14. Chargeable call-outs

If we attend Site and the issue is not caused by our breach of contract, defective Goods supplied by us or a valid warranty issue, we may charge a reasonable call-out, inspection, labour, travel or administration fee.

Examples include incorrect installation by others, misuse, lack of maintenance, adjustment requests outside warranty, Site damage, blocked drainage, building movement or user error.

Where possible, we will tell you in advance if a charge may apply.

15. Evidence checklist

When submitting a claim, provide:

Order number and invoice number.

Delivery and installation dates.

Photographs of the whole item and close-up issue.

Photographs of labels, markings and packaging where relevant.

Description of who installed the Goods.

Confirmation whether the item has been used, altered or repaired.

Details of maintenance carried out.

Any urgent safety concerns.

16. Final position and disputes

If a claim is rejected, we will explain the reason where reasonably practical.

If you disagree, you may provide further evidence or request reconsideration.

Where appropriate, the parties may agree independent inspection. Responsibility for inspection cost will depend on the outcome and applicable law.

Nothing in this Procedure prevents either party from exercising legal rights.

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