

Our Guarantee

Nicholls & Clarke Glass Ltd will supply Free of Charge replacements for any Eco-lite™ Sealed Units manufactured by the company, provided the following conditions are complied with:

1. That the Double or Triple Glazed Sealed Units have failed with the result of condensation forming within the unit.
2. That the Double or Triple Glazed Sealed Units have been glazed correctly within GGF guidelines.
3. That Wooden Frames glazed with the Double or Triple Glazed Sealed Units have been properly maintained.
4. That the Double or Triple Glazed Sealed Units have not been subject to any misuse or neglect.
5. The guarantee does not cover Glass Breakage.
6. Quality issues should be reported within 5 working days of receipt of goods, any orders placed after 5 days will be treated as new orders and charged accordingly. Please see our returns policy and procedure on page 14 within our Supply Proposal.

The guarantee will be honoured for sealed units glazed into wooden frame for five years. Sealed units glazed into UPVC or Aluminium frames will be subject to a ten-year guarantee.

Any claim against the Company in respect of the guarantee must be in writing, and if required a representative must be given the opportunity to inspect the sealed unit.

All products supplied F.O.C or credit on return under the terms & conditions of this guarantee must be made available for collection or returned to Nicholls and Clarke Glass Ltd.

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