



WARRANTY

1. Conditions of the Warranty

Vision AGI will only Warranty Goods which:

- a. Have been purchased directly from Vision AGI; and
- b. Have been installed by Vision AGI; or
- c. Are judged by Vision AGI to have been installed according to Vision AGI's instructions; and
- d. Are judged by Vision AGI to have been maintained according to Vision AGI's instructions. Such judgement by Vision AGI to be final and binding on the customer.

2. Materials and Goods

- 2.1) The Warranty is effective from the date of delivery by Vision AGI and shall continue for the period specified in "Terms of Warranty" in section 6 below. (This also includes collection date of the rooflight)
- 2.2) The validity of any claim under the terms of this Warranty in respect of any defect covered by this Warranty will be subject to inspection of the faulty parts by Vision AGI and must be made available.
- 2.3) If the rooflight is deemed uneconomical to repair by Vision AGI, the cost of removing, replacing and reinstalling the unit will be met by Vision AGI subject to the following exclusions:
 - (a) The cost of providing any crane or lifting equipment access for the replacement unit to the upstand or the arrangement;
 - (b) The cost of any Health & Safety requirements during access and replacement of components or rooflights to the upstand or arrangement;
 - (c) The cost of providing any crane or lifting equipment if required to move the replacement unit from the delivery vehicle to the upstand;
 - (d) The cost of arranging for the closing of any highway or other access road (if applicable),
 - (e) All of the above shall be the sole responsibility of the customer.

3. Labour and Workmanship

- 3.1) The Warranty covers the free of charge repair or replacement of any component deemed defective by Vision AGI (Such decision by Vision AGI to be final and binding on the customer) resulting from poor standard workmanship subject to the "Conditions of the Warranty" in section 1 above.
- 3.2) Vision AGI will meet all travel costs of its technicians relating to travel within mainland United Kingdom. However, all reasonable travel costs incurred by Vision AGI's technicians relating to travel to and from any destination where the rooflight is located outside of mainland United Kingdom (including all reasonable accommodation and sustenance expenses properly and necessarily incurred by the Seller's technician) will be borne in full by the customer. Vision AGI will meet all labour costs of removing the defective part and of refitting the replacement part.
- 3.3) The Warranty will not cover the cost of a Vision AGI technician visiting your home or location if there is no fault found with the rooflight. In such cases, this cost will be charged at the current daily rate.
- 3.4) Any components removed from the rooflight and replaced become the property of Vision AGI.
- 3.5) Vision AGI's standard warranty period for defective labour and workmanship is one (1) year from completion of Vision AGI work.

4. Design

- 4.1) Vision AGI's standard warranty period for defective design work from the completion of Vision AGI design work is one (1) year.

5. Warranty Exclusions

- 5.1) Any consequential or subsequent loss, cost, injury or damage arising of any nature.
- 5.2) Any failure or defect outside of the period of Warranty cover specified in "Terms of Warranty" in section 6 below.
- 5.3) Any failure caused by an accident or any other external cause where external cause includes, but is not limited to fire, theft, attempted theft, vandalism.
- 5.4) Any failure arising from, or caused, directly or indirectly, by any abuse, misuse or other improper or abnormal use of the rooflight, failure of maintenance, excessive wear and tear including but not limited to breakage or damage
- 5.5) Any failure caused by walking on a unit that is not specified as 'walk on glass'
- 5.6) Any claim arising, directly or indirectly, from:
 - (a) Wear and tear, "cosmetic defects" such as, dents, marring or fading of paint or surface coatings, gradual deterioration or corrosion.
 - (b) Any process of cleaning not done in accordance with the Operating and Maintenance Guide for the rooflight.
 - (c) Scratching or chipping of powder coated or painted framework.
 - (d) Maintenance, overhaul, repair or attempted repair or modification or any loss or damage caused by them, where the work is not carried out by Vision AGI.
 - (e) Atmospheric or climatic conditions, hail, excessive wind, force majeure, act(s) of God, moths, insects, birds, vermin, fungus, infestations
- 5.7) Any claim of whatever nature directly or indirectly caused by, or contributed to, or arising from:



- (a) Impairment of the rooflights operation or performance as a result of local obstacles causing interference with the operation.
- (b) Any loss caused by rebellion, act (s) of war, terrorism, nuclear explosion, sonic boom or radioactivity.
- (c) Any loss resulting from pressure waves caused by aircraft and other aerial devices travelling at sonic or subsonic speed.
- (d) Any loss resulting from any item or substance falling from an aircraft and other aerial devices.

Any incidental or consequential loss, injury or damage, including but not limited to any loss of use or any loss of profit
This warranty shall be null & void and of no effect if any repair or replacement of any condition(s) potentially covered by or subject to this warranty is attempted or effected without Visions advance written approval and consent.

All rights or disputes arising in connection with this warranty shall be governed and construed in accordance with English Law and subject to the exclusive jurisdiction of English Courts.

6. Terms of Warranty

Standard warranty is 1 YEAR from when the product is delivered. This includes Painted surfaces, Glass*, Silicone sealants, Operating Gear but not limited to.

However if the Customer wish's to extend their warranties then the Customer must complete the online form (Via Website) or requests the Warranty Extension form (By post) a unique Warranty Reference number will be issued. This number must be used when referencing the product / project.

The forms must be completed within 28 days of receiving the goods, if this is not completed then the extended warranty periods will not be valid.

- a. The Extended Warranty is for the following periods:
 - Painted Surfaces – 10 years
 - Glass – 10 years*
 - Silicone Sealants – 10 years
 - Operating Gear – 12 months from date of supply
 - Labour and workmanship – 1 year
- b. The term commences from the date of supply by Vision AGI.
- c. The Warranty is not transferrable.
- d. Replacement of components under the Warranty does not effect the term of the Warranty.
- e. The Warranty will terminate if any work is requested and there is found to be fraudulent representation of the facts.

*Nickle Sulphide or any other inclusions in the glass that may cause spontaneous breakage are not covered by the 10 years glass warranty. They are an extremely rare occurrence and not covered by any of the glass manufacturers, whether the glass is Heat Soak Tested following Thermal Toughening or not.

7. Claims

- a. All claims must include proof of valid Warranty or proof of purchase
- b. The Warranty claim must be made within in 28 days after the fault becomes apparent.
- c. Claims will only be processed if received in writing by email or letter to Vision AGI, contact details below:
 - E** info@visionagi.co.uk
 - A** Queens Business Park, Wilbraham Road, Fulbourn, Cambridge CB21 5GT

For assistance: call 01223 79 22 44 or email info@visionagi.co.uk

If you know your original order number, please make a note of it here: