

Letterplates Guarantee Details

UAP Limited distribute a range of Letterplates in a variety of colours and finishes, Gold, Silver, Stainless Steel, Powder Coated, PVD Gold.

As we have no control over the aperture that is cut to take the letterplate, and because the consistency of the door/window/panel thickness is not guaranteed to be perfectly uniform we strongly recommend using a bead of silicone on the rear of the external letterplate half to go all way round the aperture to give extra support to the water seal. Because of the imperfections in the products being fixed to, especially door panels, the only way to guarantee a good water seal is to apply a silicone bead.

We guarantee the products and finish against the following;

Surface Coating failure.

We guarantee that the above products will not tarnish for a period of 3 years on all products except PVD which is guaranteed for 10 years subject to;

1. the products are applied to a door, window frame or door
2. the products are fixed correctly with the brushes facing to the outside and are not scratched or damaged at any time during the installation process or thereafter
3. the products are cleaned monthly with a moist cloth and not with any form of cleaning agents
4. no claim will be accepted for any product that is scratched or mutilated or fitted incorrectly

Mechanical failure

We guarantee that the above products will not fail mechanically in normal use during the 10 year guarantee period subject to the conditions outlined above.

Claiming under the Guarantee

Every product must be inspected before they are fitted on to a door, window frame or door panel for any defects. If any defects are found then the product must not be fitted and the fault reported immediately to UAP Limited. Any product fitted is assumed to have been inspected and approved as being fit for purpose.

To make a claim under the guarantee, UAP Limited must receive in writing the product code of the item, the full details of the problem, the date the product was purchased, the date of manufacture of the unit in question and the address of the installation.

We will require all 'faulty' items to be sent to ourselves at the address below by first class recorded delivery post. We will then examine the item in question and confirm whether the item is covered by the guarantee. If it is not covered by the guarantee we will advise you, the customer, in writing of the reason for rejecting the claim.

Limitations of the Guarantee

UAP Limited's guarantee will be limited solely to the replacement of the item purchased from UAP. There is no liability whatsoever for consequential damages or costs, howsoever calculated or incurred. UAP Limited will enforce and rely fully upon their terms and conditions of sale in all aspects other than the limitation set out above. UAP will also pay for the cost of the recorded delivery, if and only if, the product is deemed to be covered by the terms of the guarantee set out above.

Payment of the guarantee

UAP reserve the right to discharge the guarantee claim in the form of replacement products at the customer's normal buying price at the time of the complaint being received by UAP Limited.

Time Limit on Guarantee Claims

UAP will only be liable for claims made within a maximum period of 3 years on all products except PVD which is guaranteed for 10 years from the date of purchase of the products from UAP Limited.

Correspondence address for all Guarantee Claims

Any guarantee claim must adhere to the system set out above in all respects and must be made in writing to:

UAP Limited, Bank House, 16-18 Bank Street, Walshaw, Bury, Lancashire, BL8 3AZ

The terms of this guarantee may be varied by UAP Limited at any time at their own discretion. Please see www.universal-imports.com for up to date product guarantees.

Date: 27th June 2006