



RKDOORSYSTEMS

## 10 Year Limited Warranty

Subject to the terms and conditions set out below, doorsets supplied by RK Door Systems are warranted for the following periods from date of purchase (UK, Republic of Ireland (ROI) & Channel Islands only), subject to the following limitations and exclusions:

- Powder coat failing – 10 years
- Glass unit failure (misting between panes only) – 5 Years
- Ekey finger scan & keypad systems – 3 years with option to extend to 5 years
- Ironmongery – 2 years
- LED lighting – 1 year
- Excludes all third party components supplied and fitted by the client or a third party after purchase.
- Damage or failure caused by poor maintenance not in accordance with our maintenance instructions.
- Damage or failure caused by poor protection on site before, and after installation.
- Damage or failure due to improper or incorrect installation.
- Staining or flight rust spots to stainless steel handles and accessories
- Elite metal finishes – 2 years (excluding surface oxidation)
- Glass or ceramic claims in respect of cracking, chipping or breakage in any form
- Damage caused by others beyond our control caused by but limited to accident, abuse, misuse, mishandling, storm, fire, flood or other acts of nature.
- If a door has been altered or modified in any way.
- Delivery damage claims once a door has been installed.
- Any doors or screens purchased as ex-display models from RKDS limited to 1 year for all elements and components. Ex-display doors purchased from RKDS dealers are only subject to the warranty provided by the selling party and excluded from any manufacturers' guarantees.
- Colour or shade variations arising from RAL colours viewed online or in a printed format outside of genuine RAL classic colour charts.
- Any doors or screens used for commercial, multiple occupancy or rental usage without prior written notification from the purchaser and confirmation from the seller.
- Any goods or services not paid for in full and debts over 60 days shall void all warranties, irrespective of settlement.

### General Conditions

RK Door Systems Ltd will not assume responsibility for any door that becomes defective due to failure to follow these recommendations or for hazards of shipment or storage, after the door leaves the control of the supplier. All goods must be inspected upon arrival for visible defects and delivery notes signed unchecked are not acceptable. In such situations the inspection of goods by our delivery driver and counter signature on the document will be deemed to be accepted as goods received in good condition and free from visible defects. In the event of a delivery damage claim, RK Door Systems must be notified immediately with suitable photographic evidence of the damage and packaging. Damaged goods must NOT be installed until a report has been submitted to and acknowledged by RK Door Systems Ltd.

This limited warranty does not guarantee safety for persons or property or make premises impact proof and does not cover damage attributable to or caused by acts of God that include, but not limited to stresses, high winds, floods, fire and other conditions. RK Door Systems agrees to repair, or replace at our discretion, any item in the form as originally supplied goods found to be defective or damaged within the meaning of this warranty.

This warranty is for parts only and shall specifically exclude any labour or fitting, unless elected otherwise by the Seller, and shall be limited to the supply of replacement goods by the Seller's designated delivery method only. In the event of component failure arising through any of the aforementioned exclusions, the seller specifically reserves the right to charge for such items at the appropriate cost, determined at time of supply of such replacement items.

This warranty is for the purchaser, as sole owner occupier, or first home owner and shall not be transferred to subsequent homeowners without the specific written permission from the seller. Such transfers shall be at the seller's discretion and subject to a chargeable site survey and warranty transfer fee. Details of costs and conditions of such transfers can be obtained from RK Door Systems and we specifically reserve the right to refuse any transfer of warranty.

This warranty is subject to change without notification and shall supersede all conditions or warranties, either prior or during the product guarantee period.

### Warranty holder's exclusive remedy

If any defect is determined by Seller to exist in a product, the warranty holder's sole and exclusive liability is to either (as the Seller elects): a. Repair the defective component thereof; b. Provide replacement product c. Refund the original purchase price of the product. Repaired or replaced components are warranted on the same terms for the remainder of the warranty period.

The seller reserves the right to discontinue or change any product and any time without prior notice and if the product or component that is subject to warranty claim is not available, the seller may select and provide a replacement product or component of approximately equal quality and price, such as Plastic Surgeon Ltd or similar.

### Limitation of liability

In no event will the seller's liability for any claim related to or arising out of the design, use, operation or performance of the product exceed the lesser of the purchase price paid for the product or the defective component thereof and in no event will it include damages for incidental, consequential, indirect, special or punitive damages including, but not limited to, damage to any kind to premises, loss of product uses, transportation and shipping, re-installation, labour, removal, refinishing, temporary/permanent relocation of the residents or property, loss of profit/revenue, interest, lost goodwill, work stoppage, impairment of other goods or work, increased operating expenses, personal injury, death or emotional distress, or claims of third parties for such damages, whether based on contract warranty, tort (including, but not limited to, strict liability or negligence or otherwise), even if advised of the possibility of such damages.

### Claims

Claims must be initiated during the warranty period and reported in writing within 30 days of discovery. To initiate a claim, please submit in writing the order number, date and details of product purchased complete with a detailed explanation of the defect, with photographic evidence if possible. Claims should be submitted to RK Door Systems Ltd, Lower Marston, Park Lane, St Clement, Truro, Cornwall TR1 1SZ, UK or e-mail [service@rkdoorsystems.co.uk](mailto:service@rkdoorsystems.co.uk)