Our door guarantees

XL Joinery

We pride ourselves on supplying quality products, and are pleased to offer the following guarantees on our products:

- **30 year manufacturing defect warranty on all Oak Statement Palermo and Oak Statement Suffolk doors.**

- **25 year manufacturing defect warranty on all Oak Original Palermo and Oak Original Suffolk doors.**

- **10 year manufacturing defect warranty on all Hardwood, Oak, Walnut, Laminate, White Primed and Pine doors.**

- **1 year manufacturer's defect warranty on Gates, Frames / Linings, White Moulded doors and Crysta-Glas.**

- **Additional warranties on External Tricoya and Accoya doors, as stated on the product labels.**

- **5 year manufacturer's defect warranty on Handle Packs.**

All Guarantees are subject to the doors / handles / Crysta-Glas/ frames and gates being prepared, installed, treated and maintained in accordance with our recommendations for installation and maintenance, subject to the terms set out below. The manufacturer warrants that all doors / handles / Crysta-Glas/ frames and gates (except those expressly excluded from this warranty) shall be free from defects in material and workmanship which would render the said doors unserviceable or unfit for their ordinary, recommended use, for a period of 1, 5,10, 25 or 30 years from the date of purchase depending on the item purchased.

This warranty extends and is available only to the first retail purchaser of our doors / handles / Crysta-Glas/ frames and gates and is not available and may not be enforced by any person to whom such product(s) are transferred by such a purchaser. Subject as expressly provided in these terms, and except where the doors / handles / Crysta-Glas/ frames and gates are sold to a person dealing as a consumer (within the meaning of the Unfair Contract Terms Act 1977), all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law. Where the doors / handles / Crysta-Glas/ frames and gates are sold under a consumer transaction as defined by the Customer Transaction (Restrictions on Statements) Order 1976 the statutory rights of the purchaser are not affected by these terms. The following matters are also excluded from this warranty: Unsatisfactory service or appearance, or any other defect caused by failure to follow recommended handling, fitting, finishing and maintenance instructions.

The appearance of field finished doors / gates is not warranted in any event. Natural variations in the colour or texture of wood shall not be considered as defects. Warp, twist cup or bow shall not be considered a defect unless they exceed the following tolerances: Warp, 6mm in the plane of the door / gate itself; Cup, 2mm across the width of the door; Bow, 4mm along the length of the door / gate. Any warranty against warp does not apply in any event to the following: all doors / gates which are wider than 914mm, or higher than 2,134mm doors / gates that are improperly hung or do not swing freely. Delamination caused by failure to protect and seal all exposed surfaces of the door / gate / lining / frame including failure to lacquer top and bottom edges of the door / gate. In respect of doors / gates covered by this warranty, the manufacture may, as its option and in its sole discretion, either repair the door(s) / gate(s) without charge or replace the door(s) / gate(s) without charge, in the same state of fitting and/or finishing as was originally supplied and the manufacturer shall have no further liability whatsoever to the purchaser.

Our doors / frames / gates and linings should be checked annually and kept clean, top up coats must be applied when the finish looks a little tired or worn, so that the door / gate / frame / lining is kept fully protected. Our ironmongery should be kept clean and free of any debris that would impede its functionality. Do not use harsh abrasives on any of our products, a damp cloth and mild detergent should suffice. Latches / hinges / handles will require checking if further lubrication is required for them to continue to function smoothly.