

Item(s) covered by this Guarantee (hereinafter the '**Product**')

BOX 1

Property at which the Product has been used (hereinafter the '**Property**')

BOX 2

Postcode

Name & Address of the installer if not the same as in Box 2 (hereinafter the '**Product Installer**')

BOX 3

Postcode

In the first instance all rights afforded by this guarantee belong to

BOX 4

(hereinafter the '**Guarantee Owner**')

Product installed at the **Property**, in full compliance with the **Product** manufacturers recommendations, by:

BOX 5

(Signature of **Product Installer**)

Twistfix Limited (hereinafter '**Twistfix**') hereby guarantees to the Guarantee Owner that the Product supplied by Twistfix is free from physical and/or chemical defects. Twistfix undertakes that if a Product supplied by Twistfix fails through material defect and whether that defect is caused by negligence of Twistfix or otherwise Twistfix will replace that Product free of charge subject to the Terms & Conditions set out overleaf.

The Certificate of Guarantee is valid for a period of **20 years** from the Product purchase date

Signed by
As an authorised signatory of Twistfix Limited

Product purchase date



Terms & Conditions

GENERAL

1. Liability under this guarantee is limited to the replacement of the failed Product(s) supplied by Twistfix. It does not include indemnity against any consequential costs, losses or damages.
2. No liability will be accepted by Twistfix for failure of a Product due to:-
 - a) Natural or man made damage or interference, including, by way of example only, any; settlement, subsidence, building work, demolition, fire, flood, impact or explosion
 - b) Neglect or improper maintenance to a wall or substrate housing the Product
 - c) Incorrect installation, incomplete installation or inappropriate application of the Product and/or associated works.
 - d) Any other failure not solely attributable to the physical and/or chemical nature of the Product supplied by Twistfix
3. This Certificate of Guarantee is given in addition to the Guarantee Owners statutory rights and does not affect or limit them

CLAIMS PROCEDURE

4. In the event of making a claim under this guarantee, the Guarantee Owner agrees to notify Twistfix within 7 days of becoming aware of a suspected Product failure.
5. All guarantee claims must be made in writing by the Guarantee Owner and must be accompanied by the original Certificate of Guarantee. No claims will be accepted if said Certificate is not produced.
6. Upon receipt of an inspection fee, Twistfix will appoint an industry expert to inspect and investigate the purported failure. If, in the opinion of the industry expert, the claim is valid, the inspection fee will be refunded to the Guarantee Owner and the replacement Product(s) will be supplied by Twistfix to the Guarantee Owner free of charge.
7. If at the time of a valid claim the product has been discontinued or is out of stock or is otherwise unavailable, Twistfix reserve the right to, at its absolute discretion, replace the Product with a fit for use alternative or to provide the Guarantee Owner with a financial sum that is equal to the original price paid for the Product.

TRANSFER OF OWNERSHIP

8. Upon written application to Twistfix, the Rights afforded by this Certificate of Guarantee may be assigned to subsequent owners of the Property.
9. The assignment of this Certificate of Guarantee must be handled by Twistfix and will be subject to an administration fee.