



# Your Guarantee

[www.precisionmade.co.uk](http://www.precisionmade.co.uk) 01787 827250

The Workshop, Pentlow Hall Farm, Pentlow Lane, Cavendish, CO10 7SP



Thank you for choosing Precision Made Joinery's products, crafted from start to finish at our workshop in Suffolk to the highest of standards. Customer Satisfaction is extremely important to us, we understand that longevity in your product is a significant part of your decision when choosing the correct company to work with. Further information on our guarantee, installation and aftercare information is available on our website [www.precisionmade.co.uk](http://www.precisionmade.co.uk)

## **Timber Finishes**

All painted timber products are covered by a 10-year guarantee when our standard three coat opaque system has been applied.

### **What is Covered**

- The painted finish peeling, cracking or flaking due to defective materials or workmanship.
- Timber products with a stained finish are covered by a 6-year guarantee against the finish blistering or flaking as a result of manufacturing defects.

### **Exclusions**

The following are not covered under either guarantee:

- Exudation of natural resin (pitch/sap) from the timber.
- Staining or discoloration caused from knots or other natural timber characteristics, these are natural properties of wood and are not considered defects.
- Unfinished items do not carry any guarantee.

### **Care and Maintenance**

To ensure the longevity of the finish and maintain the validity of this guarantee, products must be:

- Installed and sealed correctly.
- Maintained regularly in line with our care recommendations, including periodic cleaning and refinishing where necessary.

## **Glazing**

This 10-year glazing guarantee covers the sealed glazing units installed by Precision Made Joinery as part of our bespoke joinery products. We guarantee that for a period of 10 years from the date of installation, the glazing units will remain:

- Free from visible obstruction caused by condensation or dust inside the sealed unit.
- Structurally sound, with no cracking of glass due to faulty materials or workmanship.
- Weather-resistant, maintaining their integrity under normal environmental conditions.

### **What is Covered**

- All standard units supplied and installed by us as part of joinery work (e.g. windows, doors, sash frames).
- Failure of the sealed glazing unit leading to internal condensation or "fogging".
- Replacement of defective glazing units found to have failed under normal usage.



### **Exclusions**

- Damage caused by misuse, neglect, accidental breakage, or impact.
- Glazing units that have been tampered with, removed, or reinstalled by others.
- Glass defects notified after installation but not reported within 30 days.
- Breakage due to thermal stress, subsidence, fire, flood, or vandalism.
- Normal wear and tear, minor blemishes, or visual imperfections within industry tolerances.

### **Hardware**

This 10-year hardware guarantee covers all mechanical hardware supplied and installed by Precision Made Joinery as part of our joinery products. We guarantee that the hardware will remain free from manufacturing defects for a period of 10 years from the date of installation.

### **What is Covered**

- Locks, latches, handles, hinges, stays, catches, bolts, and other mechanical components supplied and fitted by us.
- Operation of hardware under normal domestic/residential use.
- Replacement or repair of faulty hardware that fails due to defective materials or manufacturing issues.

### **Exclusions**

- Wear and tear from normal usage or weathering (e.g. finish fading, surface corrosion in coastal areas unless marine-grade specified).
- Damage caused by misuse, neglect, forced entry, improper maintenance, or modification by third parties.
- Issues arising from incorrect installation or alignment not carried out by Precision Made Joinery.
- Moving parts not maintained according to our recommended care guidelines (e.g. lubrication, cleaning).

### **Maintenance Requirements**

To ensure validity of this guarantee, hardware must be:

- Regularly cleaned and lubricated, especially in coastal, industrial, or high-pollution environments.
- Kept free of dirt, salt, and corrosive substances.
- Used only for its intended purpose in residential or light commercial settings.

### **Additional Terms**

- This guarantee is non-transferable and applies only to the original purchaser.
- Work carried out under guarantee does not extend the original guarantee period.
- Replacement glazing units will be supplied and installed free of charge if within scope.
- This guarantee only covers products by our recommend suppliers, any alternatives sourced would compromise this guarantee.
- Where identical hardware is no longer available, we reserve the right to supply the closest available equivalent.
- This guarantee will not cover damage encountered externally by causes beyond the companies control which includes but are not limited to; extreme weather conditions, accident, fire, burglary and disaster.