

Urban Front limited 2 years warranty

Subject to terms and conditions as below, doorsets only manufactured by Urban Front Ltd are warranted by the manufacturer for two years from the date of shipment covering all doors made from April 2010. (UK & Channel Islands only)

(Excludes third party components supplied by the client and fitted by Urban Front, or fitted by the client or a third party after a purchase)

This Limited Warranty does NOT apply to any of the following:

1. Natural variations in the colour and texture of timber are not to be considered defects. Colour variation will differ with timber types
2. A thermal deflection not exceeding 5mm on doors up to 2100 x 1040, or 7mm on doors up to 2400 x 1200 shall not be considered a defect. This condition is generally temporary and a natural movement between seasonal temperature variations.
3. Doors which have been painted with dark colours in a direct sun exposure area.
4. Doors where third party closers and associated hardware are fixed in a manner that causes undue stress on the door.
5. Doors which have not been sealed as per our coating information on all six sides within 7days of delivery, including the top and bottom edges of the door.
6. Damage caused by failure to comply with our maintenance recommendations.
7. Damage due to improper or incorrect installation.
8. If a door has been altered or the structural strength has been impaired, including cutting and altering of the door, excessive trimming of doors to size, in fitting of the door and application of hardware.
9. Damage caused by others beyond Urban Front's control caused by but not limited to misuse, abuse, accident, mishandling, fire, flood, storm or other acts of nature.
10. Misuse of a door without providing adequate overhang or an appropriate finish color. (Overhangs must project a distance away from the door at least equal to one half the elevation differences between the bottom of the door and the base of the overhang structure.)
11. Minor hairline splits on our doors are extremely rare but are considered acceptable and should form part of the maintenance programme. Hairline splits form part of British Standards for natural wood characteristics.

URBAN FRONT may defer repairing or replacing the door for a period of up to 12months from the date of installation or claim, in order to permit conditioning and equalizing to humidity and temperature conditions. The deferral period will not be counted against the 2year warranty period.

a. GENERAL CONDITIONS

Urban Front will not assume responsibility for doors, which became defective because of failure to follow these recommendations or for hazards of shipment or storage, after doors leave the control of the manufacturer.

Doors must be inspected upon arrival for visible defects and all claims based thereon must be filed immediately.

This Limited Warranty does not guarantee safety for persons or property, nor make a premises impact proof. This Limited Warranty does not cover damage attributable to or caused by acts of God that include, but are not limited to stresses, high winds, floods, fire and other conditions. Urban Front agrees to repair or replace at its option, unfinished and in the form as originally supplied, doors found to be defective within the meaning of this warranty. Any such defects must be brought to the attention of the manufacturer promptly when discovered.

b. WARRANTY HOLDER'S EXCLUSIVE REMEDY

If any Defect is determined by Seller to exist in a Product, the Warranty Holder's sole and exclusive remedy and Seller's sole liability is to either (as Seller elects): a) repair the defective component thereof; b) provide replacement component(s) or a replacement Product; or c) refund the original purchase price of the Product. Repaired or replaced Product or components are warranted only on the same terms and for the remainder of the Warranty Period. Seller reserves the right to discontinue or change any Product. If the Product or component that is the subject of the warranty claim is not available, Seller may select and provide a replacement Product or component of approximately equal quality and price.

c. LIMITATION OF LIABILITY

In no event will 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 of any kind to a premises, loss of product uses, transportation and shipping, reinstallation, 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.

d. 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 name of the owner, date of product purchased, and a detailed explanation of the defect. Claims should be submitted to Urban Front, Unit 4 Chesham Business Park, 33 Townsend Road, Chesham, Buckinghamshire, HP5 2AA, UK. Claimant may be required to provide proof of premises ownership.