SKYSEAL PRODUCT WARRANTY

Skyseal is committed to providing high-quality skylight products. This Product Warranty outlines the terms and conditions under which Skyseal products are covered. This warranty applies to the original purchaser of the Skyseal product.

1. Warranty Coverage

1.1. Glazed Units All Skyseal Double and Triple Glazed Units (hereinafter referred to as "Glazed Units") are warranted against defects in material and workmanship, specifically addressing glass integrity and seal failure, for a period of ten (10) years from the date of the original invoice.

- **Definition of Seal Failure:** For the purpose of this warranty, a seal failure is defined as the presence of internal condensation or misting between the panes of the sealed Glazed Unit.
- **Remedy:** In the event of a confirmed manufacturer defect leading to seal failure within the warranty period, Skyseal shall, at its sole discretion, provide a replacement Glazed Unit free of charge. This is subject to the conditions outlined in Section 2.

1.2. Aluminium Components Aluminium frame glazing components for Skyseal rooflights and roof lanterns are warranted against defects in material and workmanship, specifically covering bending, cracking, shape retention, and component failure, for a period of ten (10) years from the date of the original invoice.

- Aluminium profiles are guaranteed against bending, cracking, and breakage under normal use and standard environmental conditions.
- **Exclusion:** This warranty does not extend to colour-coded roof lanterns that have been subjected to aggressive chemical cleaning agents or improper installation procedures.

1.3. Mechanical and Electrical Components Mechanical and electrical components, including but not limited to chain actuators, motors, switches, worm-gear mechanisms, rain sensors, and climate control units, are warranted against defects in material and workmanship for a period of one (1) year from the date of the original invoice.

- **Remedy:** In the event of a component failure within this warranty period, Skyseal reserves the right, at its sole discretion, to either repair or replace the defective component.
- **Limitation:** Consequential costs associated with the failure of mechanical or electrical components are not covered under this warranty (refer to Section 3).

2. Warranty Conditions and Claim Procedure

To make a claim under this warranty, the following conditions must be met:

2.1. Notification and Inspection: The original purchaser must notify Skyseal in writing of any potential claim without undue delay after the defect becomes apparent. Skyseal reserves the right to inspect the product in situ or require the original unit to be returned or made available for inspection by a Skyseal representative or an authorized agent.

2.2. Substantiation of Defect: The warranty claim is contingent upon Skyseal's verification that the product failure is a direct result of a manufacturer defect and not attributable to factors excluded under this warranty.

2.3. Credit on Return Policy (Applicable to Glazed Unit Seal Failures): Skyseal implements a "Credit on Return" policy for Glazed Unit seal failures. a. Payment for any replacement Glazed Unit will be required upfront. b. Upon return and subsequent inspection of the allegedly faulty Glazed Unit by Skyseal, should a seal failure attributable to a manufacturer defect be confirmed, a full refund for the replacement Glazed Unit and standard delivery costs will be issued to the original purchaser.

3. Exclusions and Limitations

This warranty shall not apply to, and Skyseal shall not be liable for, any defect, damage, or failure resulting from or connected with:

- **Installation and Handling:** Damage incurred during or as a result of installation, incorrect fitting, improper sealing, or inadequate waterproofing. The responsibility for installation, sealing, and waterproofing resides solely with the installer or roofer.
- **External Factors:** Damage caused by external factors including, but not limited to, accident, misuse, abuse, neglect, impact, fire, flood, acts of God, or exposure to abnormal environmental conditions or pollutants.
- **Maintenance:** Failure to perform reasonable and necessary maintenance, or damage resulting from the use of aggressive or unsuitable cleaning agents or methods.
- **Modifications:** Any alteration, modification, or repair not authorized in writing by Skyseal.
- **Consequential or Incidental Damages:** Skyseal shall not be liable for any consequential or incidental costs, losses, or damages arising from product failure. This includes, but is not limited to, costs associated with the removal of the defective product (deglazing), installation of the replacement product (re-glazing), labour charges, scaffolding, access equipment, or any other related expenses. This exclusion applies to all sections of this warranty.
- Normal wear and tear.

4. General Provisions

- This warranty is non-transferable and applies only to the original purchaser of the Skyseal product. Proof of purchase may be required.
- The remedies set forth herein constitute the purchaser's sole and exclusive remedies and Skyseal's entire liability for any breach of this warranty.
- No employee, agent, dealer, or representative of Skyseal is authorized to modify, extend, or otherwise alter the terms of this warranty.
- This warranty is governed by and shall be construed in accordance with the laws of [Insert Jurisdiction - e.g., England and Wales].

5. Standard Terms & Conditions of Sale

All products supplied by Skyseal are subject to Skyseal's Standard Terms & Conditions of Sale, which are available on our official website (Skyseal.co.uk) and are incorporated herein by reference. In the event of any conflict between this Product Warranty and the Standard Terms & Conditions of Sale, the Standard Terms & Conditions of Sale shall prevail.