

1. Conditions of the Warranty

Skyglaze Ltd will only Warranty roof lights which:

- a. Have been purchased directly from Skyglaze Ltd, and
- b. Have been installed by Skyglaze Ltd, or
- c. Are judged by Skyglaze Ltd to have been installed according to Skyglaze Ltd instructions, and d. Are judged by Skyglaze Ltd to have been maintained according to Skyglaze Ltd instructions.

2. Extent of Warranty

- a. The Warranty is effective from the date of supply of the roof light by Skyglaze Ltd and shall continue for the period specified in "Terms of Warranty" in section 3 below.
- b. The validity of any claim under the terms of this Warranty in respect of any defect covered by this Warranty will be subject to inspection of the faulty parts by Skyglaze Ltd.
- c. The Warranty covers the free of charge repair or replacement of any component deemed defective resulting from poor workmanship subject to the "Conditions of the Warranty" in section 1 above.
- d. Skyglaze Ltd will meet all travel costs of its technicians relating to travel within mainland United Kingdom only. However, all reasonable travel costs incurred by Skyglaze Ltd technicians relating to travel to and from any destination where the roof light is located outside of mainland United Kingdom (including all reasonable accommodation and sustenance expenses properly and necessarily incurred by the Seller's technician) will be borne in full by the customer. Skyglaze Ltd will meet all labour costs of removing the defective part and of refitting the replacement part.
- e. The Warranty will not cover the cost of a Skyglaze Ltd technician visiting your home or location if there is no fault found with the roof light. In such cases, this cost will be charged at the current daily rate.
- f. Any components removed from the roof light and replaced automatically become the property of Skyglaze Ltd.
- g. If the roof light is deemed uneconomical to repair by Skyglaze Ltd, the cost of removing, replacing and reinstalling the unit will be met by Skyglaze Ltd subject to the following exclusions:

1. the cost of providing any crane or lifting equipment access for the replacement unit to the upstand or the arrangement;
2. the cost of any Health & Safety requirements during access and replacement of components or roof lights to the upstand or arrangement;
3. the cost of providing any crane or lifting equipment if required to move the replacement unit from the delivery vehicle to the upstand;
4. the cost of arranging for the closing of any highway or other access road (if applicable), all of which shall be the sole responsibility of the customer.

h. The Warranty will not cover :

1. Any consequential or subsequent loss of any nature.
2. Any failure or defect outside of the period of Warranty cover specified in "Terms of Warranty" in section 3 below.
3. Any failure caused by an accident or any other external cause where external cause includes, but is not limited to fire, theft, attempted theft, or explosion.
 - 3.1 Any failure due to loss of electrical connection to openable rooflights, electrical power needs to be maintained to preserve condition of battery, any prolonged period where unit is not connected to electricity supply may result in premature failure of battery which may require replacement not covered under this warranty.
 - 3.2 Any failure due to connection to a power supply of incorrect voltage and failure to follow Skyglaze Ltd installation and commissioning instructions.
4. Any failure arising from, or caused, directly or indirectly, by any abuse, misuse or other improper use of the roof light, including but not limited to breakage or damage
5. Any failure caused by walking on a unit that is not specified as 'walk on glass'
6. Any claim arising, directly or indirectly, from:
 - (a) Wear and tear, gradual deterioration or corrosion.
 - (b) Any process of cleaning not done in accordance with the Operating and Maintenance instructions for the roof light.
 - (c) Failure to follow the operating instructions in the O&M Manual.
 - (d) Use of a rooflight for anything other than its intended use.
 - (e) Scratching or chipping of powder coated or painted framework.
 - (f) Maintenance, overhaul, repair or attempted repair or modification or any loss or damage caused by them, where the work is not carried out by Skyglaze Ltd. (g) Atmospheric or climatic conditions, moths, insects, birds, vermin, fungus

7. Any claim of whatever nature directly or indirectly caused by, or contributed to, or arising from:

- (a) Impairment of the roof lights operation or performance as a result of local obstacles causing interference with the operation.
- (b) Any loss caused by acts of war, terrorism, nuclear explosion, sonic boom or radioactivity.
- (c) Any loss resulting from pressure waves caused by aircraft and other aerial devices travelling at sonic or subsonic speed. (d) Any loss resulting from any item or substance falling from an aircraft and other aerial devices.

8. Any claim where the roof light, any defective or faulty component or any other part of the roof light has not been retained by the customer for inspection by Skyglaze Ltd.

9. The cost of providing access or Health and Safety requirements for access to the unit or any replacement parts or unit to the upstand or the arrangement and cost of any crane or lifting equipment to move a replacement

unit or parts from the delivery vehicle to the upstand the cost of arranging for the closing of any highway or other access road (if applicable).

10. Travel costs of the visit by Skyglaze Ltd technician(s) incurred outside mainland United Kingdom (including all reasonable accommodation and sustenance expenses properly and necessarily incurred by Skyglaze Ltd's technician).

3. Terms of Warranty

a. This Warranty is for the following periods:

1. 2 years for roof light (installed by others)
2. 10 years for roof light (installed by Skyglaze Ltd), excluding electrical or electronic components or moving parts which remain covered for 2 years.

b. The term commences from the date of supply by Skyglaze Ltd.

c. The Warranty is transferable by informing Skyglaze Ltd in writing of the new owners Name, Address, Telephone Number and Order Number.

d. Replacement of components under the Warranty does not effect the term of the Warranty. e. The Warranty will terminate if any work is requested and there is found to be fraudulent representation of the facts.

f. The Customer may purchase a separate Service Agreement for a roof light which has been installed by Skyglaze Ltd. The periods of each Service Agreement are fixed twelve month increments commencing on anniversary of the date of supply by Skyglaze Ltd. If you would like receive a copy of the Service Agreement and discuss signing up to the Service Agreement please contact the Skyglaze Ltd office. g. Subject to the terms and conditions of the Service Agreement, the period of Warranty on a roof light is extended for the period of the Service Agreement.

h. Subject to section 3a. above, the Warranty will terminate immediately upon termination of the corresponding Service Agreement.

4. Claims

a. All claims must include proof of valid Warranty or proof of purchase, please quote original order number when contacting Skyglaze Ltd.

b. The Warranty claim must be made as soon as reasonable possible after the fault becomes apparent.

c. Claims will be processed using telephone, e-mail or by formal letter

tel: 01932 354821

e-mail: info@skyglaze.co.uk

letter: Skyglaze Ltd, Unit 2, Abbott Close, Byfleet, Surrey KT14 7JN