

Virtuoso Composite Door Guarantee Terms

Virtuoso Doors offers a comprehensive 10 Year Guarantee.

We guarantee our composite doors for 10 years, from the date of manufacture for domestic use. This guarantee states that the door leaf will not dent, chip, crack, flake or peel with normal use. Please note in the case of bow doors dark colours in a sunny position will experience thermal expansion and the customer may want to consider a lighter colour.

*Due to coastal properties being subject to a varying degree of weather conditions, the guarantee may be reduced depending on the care the door has received for cleaning and repairs.

The guarantee only applies to composite doors fitted in the UK.

This guarantee is subject to the door being fitted in full accordance with the guidelines issued by Virtuoso Doors on the handling, storage, maintenance and usage of the door which are issued and defined with every delivery. Any damage noted at time of delivery must be reported immediately by Quality Control to Virtuoso and a replacement sought from hub.

The homeowner care guide must be explained to the end-user on installation and advice given to care for the door through cleaning and standard maintenance. This is provided within the box for each door supplied. The homeowner care guide is a basic guide to the homeowner as the guarantee may become void if care guide has not been followed causing additional damage not expected during the time the door is installed due to neglect.

Our guarantee excludes damage from neglect, misuse or impact (willful or otherwise), excessive wear and tear, any damage or fault caused by not following the supplied guidelines, failures due to building subsidence or poor installation, modifications or alterations made after installation.

If a product is found to be faulty under the terms of the guarantee, we will supply and deliver a new product or component. If any design or component has been discontinued, we will supply the closest product of the same specification.

If customer was to have an issue with the locking system of the door, we would suggest a locksmith be called out urgently due to the security risk this poses.

Customer should supply Howdens with a locksmith report on headed paper detailing work completed at the property and confirming the lock has failed along with the costs incurred. We would ask that the report is supported where possible with photographs and the lock is returned to Virtuoso where possible. If any of the information is missing, Virtuoso will need to contact Howdens customer so we ask you provide the contact details so we can complete the claim for covering the costs within warranty within 1 year of purchase.

Virtuoso team will arrange to pick up the faulty hardware from the end users' property. This will enable Virtuoso team to get the support from Yale, to investigate the cause of faulty product. If issue is found to be manufacturing issue Virtuoso will then ensure that the cost is covered for the customer. Outside the 1 year warranty please contact the local depot or in emergency where there is a security or fire hazard issue please contact a local locksmith in your area, all associated costs would not be covered outside the initial 1 year warranty period.

Virtuoso Doors – General Warranty

White PVCu Frames

- 10 years on the manufacture of the goods to be solid and withstanding if care guide is followed for basic care and maintenance
- 10 years on the colourfast allows the colour to be maintained, however marks are expected to be cleaned as part of regular maintenance, please refer to the care guide

Door Slabs

- 10 years on the manufacture and materials for the door
- 10 years on the colourfast allowing the colour to be maintained, however marks are expected to be cleaned as part of regular maintenance, please refer to the care guide
- *5 years on oakwood door slabs or any sprayed door slabs

Hardware

- The hardware supplied with the composite door will retain standard functionality with normal use and has a standard guarantee of 1 year on both surface finish & functionality provided there has been no neglect, misuse or impact (willful or otherwise), excessive wear and tear, any damage or fault caused by not following the supplied guidelines, failures due to building subsidence or poor installation, modifications or alterations made after installation.
- 1 year on the locking mechanism (surface finish & mechanical)
- 1 year on the hardware furniture - letter plate, knocker, handles (surface finish & mechanical)
- 1 year on the door hinges

Glass Units

- 5 years on glazed units

Guarantee for Each Howdens SKU

Kingston A2 - Sage Green

10 Year White PVCu Frame
10 Year Door Slab
5 Year Glass Unit
1 Year Antique Black Handle, Letterplate & Bull Ring Knocker
1 Year Door Lock/Cylinder
1 Year Hinges

Kingston A2 - Oakwood

10 Year White PVCu Frame
5 Year Door Slab
5 Year Glass Unit
1 Year Antique Black Handle, Letterplate & Bull Ring Knocker
1 Year Door Lock/Cylinder
1 Year Hinges

Monza - Black / Anthracite Grey

10 Year White PVCu Frame
10 Year Door Slab
5 Year Glass Unit
1 Year Chrome Handle & Letterplate
1 Year Door Lock/Cylinder
1 Year Hinges

Carlton Solid – White / Black / Green

10 Year PVCu Frame
10 Year Door Slab
1 Year Chrome/Gold Handle & Letterplate
1 Year Door Lock/Cylinder

VIRTUOSO

DOORS



1 Year Hinges

Carlton 2 – White / Black / Sage Green

10 Year PVCu Frame

10 Year Door Slab

5 Year Glass Units

1 Year Chrome/Gold Handle & Letterplate

1 Year Door Lock/Cylinder

1 Year Hinges

Clifton – White / Black / Anthracite Grey

10 Year White PVCu Frame

10 Year Door Slab

5 Year Glass Units

1 Year Chrome Handle & Letterplate

1 Year Door Lock / Cylinder

1 Year Hinges

Crafton - White

10 Year White PVCu Frame

10 Year Door Slab

5 Year Glass Unit

1 Year Chrome Handle & Letterplate

1 Year Door Lock / Cylinder

1 Year Hinges

Query process

All queries should be sent to howdens@virtuoso-doors.co.uk in the first instance.

Telephone - 0191 933 0969

Complaints & Depots Issues

In respect to a customer complaint - the following process will be followed:

1. Customer contacts Howdens Depot
2. Depot contacts Depot QA Support
3. QA Support to contact Virtuoso via dedicated email howdens@virtuoso-doors.co.uk

For all communication regarding faults or damage please ensure that these are supported with photographs.