

Warranty Policy

Warranties and Claims

In addition to Allgood Ltd Terms & Conditions of sale the following applies:

Replacement Product:

Allgood products warranty covers items found to be faulty or defective and is subject to the details set out in Allgood Terms & Conditions of sale points 6.1 to 6.7.

6. Warranties and Claims

6.1 The Company will make every endeavour to supply goods suitable to the Buyer's requirements and accordingly if the Goods after inspection by the Company or its agents are accepted by the Company by reason of faulty material or workmanship as being unmerchantable at the time of supply or unfit for any specific purpose which has been made known to the Company prior to the making of the contract or as differing materially from their description or from any sample supplied the Company undertakes to replace such Goods or (at the option of the Company) to refund the purchase price or a fair proportion thereof. This undertaking by the Company is subject to and conditional upon the following provisions

6.2 The Buyer must give notice in writing to the Company of any claim within 12 months of receipt of the Goods and within 14 days after the discovery of the complaint.

6.3 Such replacement or refund by the Company shall be the absolute limit of the Company's liability to the Buyer in respect of any such Goods and any further claims including claims for consequential loss and damages are excluded

6.4 Whilst the Company warrants that any survey advice representation schedule or forecast given on the part of the Company from anything said or written in discussions or negotiations between the Company and the Buyer or their respective agents or by the Company to any other parties prior to the making of the contract s given in good faith and after due consideration of the facts by the Company the Company shall be under no legal liability whatsoever in negligence or howsoever in respect thereof to the Buyer or any other person except to the extent to which there is a breach of this warranty.

6.5 No claim can be entertained for Goods short delivered or damaged in transit unless either (where this is possible) a receipt is given to the carrier detailing the shortage or damage is made at the time of delivery or notification of the shortage or damage is made to the Company within seven days from the delivery of Goods by the carrier.

6.6 No claim for non-delivery of the Goods can be entertained unless the Company is notified in writing within seven days from the date of its invoice for the said Goods

6.7 Any guarantee or warranty for the Goods is subject to (a) the Company having received full payment for the Goods and (b) the Goods having been maintained and serviced within the manufacturer's recommendations and/or maintenance requirements

Fixing Instructions:

Allgood products are produced to very high quality specifications and performance can be affected by poor fitment and not adhering to the requirements stated in our fitting instructions.

Please read carefully and follow the instructions provided or follow any QR on the outer box label which will allow the latest version of fitting instructions to be read online.

Liability:

Allgood Ltd liability whether in respect of one claim or in the case of aggregate claims rising out of any contract, shall not exceed the purchase price payable under the contract, and does not cover any refitting costs incurred and is on a replacement basis only.

Additional Warranty Conditions:

- Warranty period unless stated on Product Datasheets the warranty is 12 months from the date of delivery of goods.
- The product has been correctly specified and suitable for the required purpose of use
- The product has been correctly fitted and not damaged
- All care & maintenance requirements have been adhered to and have not caused product damage
- Product failure will not have been caused by the following, environmental conditions (e.g. coastal, swimming pools etc), abnormal operating conditions, negligence, vandalism, extreme wear and tear, mis-use, damage caused by cleaning agents, failure of associate products, wilful damage, product unauthorised alteration, lack of maintenance.
- This Warranty is wholly transferable to the building occupier

Lever Handle 25-year mechanical warranty

- Where noted, our lever handles on Quadaxial® rose are supplied with a 25-year mechanical warranty. This is wholly contingent on the lever handles being installed with Allgood lockcases (72, 76 and 99 series).
- Lever handles fitted to alternative lockcases are exempt from warranty.