

# Metador Guarantee

## What Metador guarantee includes:

The frame and door sets are given 15 years guarantee subject to correct door installation and maintenance.

All our Ironmongery has a 1-year guarantee subject to correct usage and maintenance

The Marine Grade PPC finish is guaranteed for a period of 10 years subject to the cleaning and maintenance programme.

At Metador the Standard PPC finish is guaranteed for a period of 1 year subject to the cleaning and maintenance programme.

## Metador core values are Reliability, Integrity & Honesty whilst also ensuring Quality is guaranteed.

At Metador we love innovating, manufacturing and delivering doors. We have learnt that it is not enough to just sell great doors, there has to be an excellent infrastructure that ensures we satisfy our customers every time.

We have worked hard to ensure operations and procedures are a quality reflection of our values and the above is in honest terms of what our guarantee offers.

## Guarantee Coverage:

- We will repair or at our option replace any goods sold by us to you which are, shown to our reasonable satisfaction to have become defective within the warranty period stated above from the date of purchase.
- Where we have supplied a product with an internal defective component, we will only replace the defective component within the product.

Designed  
to Protect



LPS 1175  
Cert/LPCB ref. 1284c



Assessed to ISO 9001  
Cert/LPCB ref. 1284



Official Police Security Initiative



- 'Defective' goods are those which under correct usage, do not function properly because of a fault in materials, workmanship or design.
- We will replace any goods that are found to be defective on delivery, when reported within 3 working days of receiving the delivery. Photo graphic evidence must be provided showing the defective goods on the pallet that they were delivered on.

### Guarantee Exclusions:

At Metador, there are some situations in which the guarantee does not cover, these include damage caused by:

- Abuse, unsuitable or lack of maintenance and any other neglect that might occur.
- Harmful cleaning solvents that may be used to clean the door
- Incorrect installation of the door
- Damage to the paint finish of the door which may include, scratches, washing and paint protection.
- Use of parts that are installed that are not advised by Metador
- External impacts including weather
- Repairs or fitting that have been supported by other persons
- Fair wear and tear

It should be noted that for any guarantees or warranties to be valid, the cleaning and maintenance regime must be documented and recorded, confirming the frequency of maintenance along with all methods and products used. This must be submitted for any claim to be considered.

### Claim Procedure:

The customer must contact Metador in writing within 3 working days of the discovery of the defect, specifying the nature of the claim and defect.

On request, the customer must return the defective product to Metador at their cost for inspection.

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