



METAL GUTTA
COPPER, ZINC AND STAINLESS STEEL RAINWATER SYSTEMS

Guttering Warranty

Document Version Control

Date	Version Number	Description
02/7/15	1.0	First release.

Contents

DOCUMENT VERSION CONTROL.....2

CONTENTS.....2

1. CONTRACTED PARTIES.....3

2. PERIOD OF COVER.....3

3. PRODUCT PERFORMANCE.....3

4. RETURNS POLICY.....3

1. Contracted Parties

All guttering components supplied under the trade marks of Coppa Gutta™, Stainless Gutta™ and Zinc Gutta™

The contract is between Good Directions Ltd, Time House, Hillsons Road, Botley, Hampshire, SO30 2DY and the person or company who purchased the goods.

2. Period of Cover

- Material defects are covered for one year from the date of despatch
- Material life expectancy of 0.6mm copper is approximately 100 years, however we cannot not guarantee this
- Installation defects are not covered under any circumstance

3. Product Performance

We will ensure that:

- We use certified and traceable materials direct from the mill where possible
- All third party suppliers are checked to ensure their processes conform with our ISO9001 standards
- All components made by us conform with our ISO9001 standards

We cannot promise that our products will:

- Be free from the effects of "normal wear and tear" during manufacturing, such as
- Heat marks from welding
- Scuff marks from forming
- Abrasion marks from cleaning
- Finger prints from handling
- Be resistant to breakages, fractures or marks caused by vehicular movements or other types of general abuse or miss-use
- Be resistant to any undesirable effects caused by foreign items being screwed, attached or hung from the product which are not part of the rainwater system supplied
- Be resistant to any undesirable effects caused by any planned or unplanned contact with any types of chemicals
- Be resistant to the effect of human or animal interaction with the rainwater system

4. Returns Policy

- Wrongly or over ordered standard stock components can be returned for a credit subject to their condition
- Bespoke items can not be returned for a credit