



Fourways House, Rigby Lane, London, UB3 1ET  
T: 0203 813 1409 E: info@aumaxum.com www.aumaxum.com

## Product Guarantee

Thank you for buying AumAxum Schuco products. We are very proud of all that we produce and also that the great majority of Schuco product owners never need to rely on a Schuco Guarantee. If end-users do ever have a concern regarding a Schuco product, this Guarantee will help you to be clear about how we would be able to respond.

We should also say that in addition to this Guarantee, an end-user will have separate legal rights, which arise from the sale of a Schuco product. Those rights are not affected in any way by this Guarantee. Guidance in regard to any separate legal rights can be obtained from the seller or other suitable adviser.

### 1. Application of this Product Guarantee

AumAxum Ltd offers end-users a Guarantee in regard to Schuco products as follows: The Schuco Product Guarantee covers the products set out below:

- |   |          |
|---|----------|
| • Schuco AWS 70 SC Windows              | 10 Years |
| • Schuco AWS 70.HI Shaped Windows       | 10 Years |
| • Schuco ADS 70 HD Single Door          | 10 Years |
| • Schuco ASS 70 FD Single Leaf Door     | 10 Years |
| • Schuco ASS 70 FD Folding Sliding Door | 10 Years |

**This Guarantee will apply only to the Schuco products listed above subject to the conditions set out below including (but not limited to) the conditions in Section 4. This Guarantee only applies to a defect that has not been disclaimed as set out in Section 3.**

### 2. Guarantee Period

Claims under this Guarantee must be notified in accordance with Section 5 and within the period which, unless otherwise stated above, shall commence on the date when the Schuco product is installed to the first end-user and which will expire at the end of the relevant Guarantee Period for the Schuco product in regard to which the claim is made.

### 3. Defects covered under this Guarantee

Subject to the conditions, this Guarantee shall cover defects which arise from the product's manufacture including in any materials used in its manufacture and installation. Other types of defects concerning Schuco products are not covered by this Guarantee and will be treated as disclaimed.



Fourways House, Rigby Lane, London, UB3 1ET  
T: 0203 813 1409 E: info@aumaxum.com www.aumaxum.com

#### 4. Conditions

Claims under this Guarantee will not be accepted where a defect has resulted directly or indirectly from:

- a) Operation contrary to standard operation or misuse
- b) Wear and tear
- c) Use of incompatible spare parts, wear parts or accessories
- d) Any form of inappropriate handling
- e) Product modifications
- f) Other factors which are other than those relating to the product's manufacture or the materials used in manufacture and installation.

In addition, this Guarantee will not apply in regard to any defects which result directly or indirectly from neglect including (but not limited to) where there has been a failure to maintain, carry out regular testing and/or servicing, or due to neglect in maintenance of the product as described in the user/maintenance instructions or directions for use, or where the defect could have been prevented through maintenance as described in the user/maintenance instructions or directions for use. All such instructions or directions for use may be obtained from AumAxum Ltd.

This Guarantee does not cover claims relating to:

- Discoloration of parts that are not visible by general use;
- Any change of colour and fading irrespective of these being caused by sun/condensation/acid rain/salty splashes or any other conditions with corroding or material changing effect;
- Any other cosmetic conditions, such as for example hanging fabric or Venetian blind slats, or changes in the sealant of the pane;
- Inevitable and/or expected reduction of the efficiency of the product, including technical values/specifications as well as general efficiency tolerances;
- Variations that occur naturally in the materials used;
- Malfunction, reduced or restricted function or water leakage resulting from blocking or the like due to ice, snow, twigs, etc.;
- Imperfections including colour variations, shadows or marks etc. in the glass, which were present at the time of delivery or have arisen within the Guarantee Period, and which do not impair the view appreciably;
- Corrosion (on hardware);
- Damage as a result of accident, including but not limited to accidental glass breakage;
- Problems due to water penetration such as ice damming not resulting from default in a Schuco product;
- Faulty building design or construction;



Fourways House, Rigby Lane, London, UB3 1ET  
T: 0203 813 1409 E: info@aumaxum.com www.aumaxum.com

- Movements in adjoining constructions or similar;
- Alterations of the covered Schuco products;
- Addition of non-approved components;
- Extreme weather conditions, lightning or severe hail;
- Applications in areas of high humidity, areas without proper or adequate ventilation or humidity control;
- Products subjected to conditions outside their design limitations;
- Exposure to processing after delivery e.g. sanding, sand blasting, etching, pasting or other surface treatment;
- Variations in glass or plastic coloration or damage caused by adverse conditions such as corrosive environmental factors including acid rain;
- Glass corrosion as a result of standing water and debris on glass;
- Condensation on roof windows and modular skylights and any related water damage, which may occur as a natural result of humidity inside or outside a building or a variation between indoor/outdoor temperatures;
- Claims in regard to insulated glass units where any film has been applied to the glass surface, and
- Any other conditions similar to the above, irrespective of these being characterized as defects.

AumAxum Ltd does not by this Guarantee seek to limit or exclude liability which the end user's separate legal rights would make our attempts to do so unenforceable, subject to which AumAxum Ltd accepts no liability under this Guarantee or otherwise for any loss of profit, or any indirect or consequential loss arising under or in connection with any claim made under this Guarantee. This shall include no liability for product liability and AumAxum Ltd does not assume liability for losses caused directly or indirectly by incidents beyond the control of AumAxum Ltd, including but not limited to industrial disputes, fire, war, terrorism, import restrictions, political unrest, unusual natural occurrences, vandalism or other force majeure.

While AumAxum Ltd does not exclude, limit or seek to avoid liability which the end-user's legal rights would make unenforceable, subject to which AumAxum Ltd will not be responsible for any damage which occurs to persons or to property, including the covered Schuco product itself, caused by any unauthorised attempt to repair or replace the Schuco product.

AumAxum Ltd may, at its option, refuse to provide any or all remedies under this Guarantee if any unauthorised attempt to repair or replace a covered Schuco product causes further



Fourways House, Rigby Lane, London, UB3 1ET  
T: 0203 813 1409 E: info@aumaxum.com www.aumaxum.com

damage. We advise that you do not attempt to repair or replace the Schuco product without AumAxum Ltd's authorisation and without which any claim regarding a defect which arises as a result shall be disclaimed.

**5. Written complaint**

To make a claim under this Guarantee the end-user is required to give notice in writing of the claim within the relevant Guarantee Period and in any event within two months of the date after which the end-user became aware or ought reasonably to have become aware of the defect which is being claimed for. The written notice must be issued to AumAxum Ltd to address listed above.

**6. Additional conditions**

If, at the time of repair or replacement the Schuco product is no longer in production or is no longer made in the same version (form, colour, covering, finish etc.) AumAxum Ltd shall be entitled to repair or replace it with a similar Schuco product. Also, as a condition of this Guarantee, AumAxum Ltd shall have the right to request that the defective product is returned to AumAxum Ltd.

**7. Guarantee of repaired or replaced Schuco products**

Where under this Guarantee AumAxum Ltd has undertaken a repair or replacement of a Schuco product, the original Guarantee Period relevant to that Schuco product shall continue to apply and shall not be extended.

**8. Dismantling and reinstallation**

This Guarantee does not include for the costs and expenses resulting from dismantling and reinstallation of a Schuco product or for any covering with a tarpaulin or other measures arising while repair or replacement works are undertaken.

**9. Service visits in case of non-coverage under the guarantee**

AumAxum Ltd shall have the right to claim compensation for the costs of service visits if the end-user's claim is not covered by this guarantee. In addition, the end-user shall pay any costs, including labour costs, incurred for the examination of the Schuco product, as well as any costs in connection with dismantling and re-installing the Schuco product and the protection of the Schuco product and the building with tarpaulins etc.

**10. Procedure for benefitting from this Guarantee**

Whether or not you make a claim under this Guarantee, if you have concerns in regard to your Schuco product or its installation, please contact AumAxum Ltd directly at the address listed above. AumAxum Ltd will seek to provide the best response and service possible.