

## Warranty Certificate

### 3-Year Latham's Guarantee

As one of the UK's leading suppliers of steel security doors, we stand by our products with our industry leading warranty.

Latham's guarantees that, for 3 years from the date of delivery, the goods will be free from material defects from the production line onward. This commitment ensures your confidence and satisfaction with the performance and durability of our products.

Acknowledging that, Latham's recognises that occasional issues may occur during the installation process, and we seek to address any and all problems efficiently with the minimum amount of disruption or delay.

### Extended Warranty

Ask about our extended warranty. This is not provided as standard, but may be offered as an optional extra at point of order. Our extended warranty adds 1 year to all timescales referenced above. Everything covered for 3-Years is increased to 4-years and 1-Years increases to 2-Years.

### 1-Year Warranty

Various components provided with the product are covered by a standard 1-year warranty:

- Goods installed within the container, pre-fab or modular industry
- Hooply hardware and components such as Handles and Locks
- Double and Triple Glazed Units for their ability to remain sealed units (standard glass is not covered)
- Door Closers
- Friction Stays
- Sprung Stays
- Code Locks
- Flush Bolts
- Letter Plates
- Euro cylinders

Custom-made, made-to-measure (M2M), and bespoke steel doors are also covered by a standard 1-year warranty.

### When does the Latham's Guarantee not apply?

Latham's cannot guarantee that the product will be protected under warranty due to any defects that we reasonably believe have been caused by:

- Normal wear and tear
- Deliberate damage
- Misuse of the Goods
- Accidental damage

The same applies to any alterations during the fitting or installation of the product such as:

- Incorrectly fitted
- Fitted in a harsh or coastal/marine environment
- In any way altered or modified

Exidor hardware and components (including Panic Bars and Outside Access Device) are covered by Exidor's manufacturer's warranty, and claims are to be made directly with the manufacturer.

Our guarantee does not apply to our range of Clearance doors (RM codes).

### Making a Claim

To make a claim under warranty, you must email [customerservices@lathamssteeldoors.co.uk](mailto:customerservices@lathamssteeldoors.co.uk) with the following information:

- Your name and address as shown on the invoice
- Invoice number
- Product code
- Batch number (if available)
- Date of order
- Date of delivery or collection

In addition, you will be asked to supply a detailed explanation of the faulty component, and attach images or preferably a video clearly showing the issue with proof of maintenance records (Refer to O&M Manual below).

### Operation & Maintenance Manual



### Returns

Goods must be returned in compliance with our returns procedures.

If we accept that the issue is covered under the Warranty then we will supply replacement parts or other means (determined in our discretion) to rectify the problem. Only in extreme cases, under our complete discretion, will we agree to replace a complete door set.

We recommend you ensure you have followed our procedures, and advice/recommendations to avoid unnecessary costs. We do not cover or pay for labour to replace parts or complete door sets.

If you are a consumer, our guarantee exists in addition to any additional legal rights you may have.

If your order is required to be exported (outside of mainland United Kingdom), you will be asked to cover the cost of the shipping price.