

Summary of Warranties

Vertical windows	
<i>Leaks</i>	10 years
<i>Glass cavity puncture</i>	7 years
<i>Powder coating finish</i>	7 years
<i>Materials, finish and workmanship</i>	5 years
<i>Ironmongery</i>	3 years
<i>Visible glass effects</i>	1 year
Sloped glazed roofing and rooflights	
<i>Leaks</i>	7 years
<i>Glass cavity puncture</i>	7 years
<i>Powder coating finish</i>	7 years
<i>Materials, finish and workmanship</i>	5 years
<i>Visible glass effects</i>	1 year
Flat glazed rooflights	
<i>Leaks</i>	10 years
<i>Materials, finish and workmanship</i>	7 years
<i>Glass cavity puncture</i>	5 years
<i>Powder coating finish (excl walkon)</i>	5 years
<i>Powder coating finish marine (excl walkon)</i>	10 years
<i>Visible glass effects</i>	1 year

General terms and conditions

All orders accepted by ruhmltd are subject to the following conditions which shall prevail over all conditions specified by the buyer. It shall be the sole responsibility of the buyer to ensure that their structure is capable of withstanding all dead and live loads that may be imposed upon it by the goods and that any deflections in the supporting structure are within the allowed limited for the goods being supplied. Any recommendation or suggestion relating to the use or durability of the products is given in good faith but it is for the buyer to satisfy him or herself the products are suitable for the particular purpose and he or she shall be deemed so to have done. All express or implied warranties or conditions that the products are of any particular quality or fit for any particular purpose whether or not made known to the seller are hereby excluded. Unless otherwise agreed in writing, all goods supplied by the seller are supplied on the basis that they are not required for any special purpose other than the usual purpose for which such goods are supplied and the buyer shall be deemed to have full knowledge of the nature and properties of the goods and any hazards they involve. The seller reserves the right to make all and any changes in the type, size and specification of any components or any other changes as are warranted by conditions on site provided there is no reduction in the quality or functionality of the unit. The buyer acknowledges that once the specifications have been received by the seller and the manufacture of the goods has started, alterations to the goods may require changes to the materials and design at additional cost to the buyer or the changes may not be possible.

Title, delivery and payment

The legal title of the goods shall not pass to the buyer until payment in full has been made of all the sums due under these conditions and the contract. Where no credit terms have been agreed with the buyer payment in full must be made by bank transfer or bank draft received 2 working days before the agreed delivery date. If payment is not received before the 2 days then it will be necessary to reschedule the delivery and a second delivery charge will be levied on the buyer. The risk in the goods shall pass to the buyer upon their arrival at the buyers address. The seller's responsibility and liability for the goods shall cease upon their arrival at the buyers premises. It will be the buyer's sole responsibility to make all necessary costs, for the goods to be removed from the delivery vehicle, including, but not limited to, where appropriate hiring of any lifting equipment and closing the highway. Once removed from the delivery vehicle the goods will be the sole responsibility of the buyer. Where the contract between the seller and the buyer includes installation, the quotation will assume that any equipment which may be required to be hired to assist with the installation can be hired on the day of delivery and installation. An additional charge will be incurred by the buyer if a return visit and rehire of equipment is required at a later date to complete the installation. It is also assumed that where a product requires commissioning this can be carried out on the day of installation. Additional visits by returning fitting crews due to the delays not occasioned by the seller shall be chargeable by the seller to the buyer at a rate of €200 per fitter per day. The seller will use all reasonable endeavours to keep to any agreed delivery date, which is quoted on the basis of existing commitments. All such times are to be treated as estimates only and seller shall not be liable for any consequential losses of the buyer due to delay in delivery or, where the same is caused by a lack of instructions from the buyer, any failure to deliver.

Returns, defective goods and indemnities

The seller warrants that upon delivery the goods are of satisfactory quality and fit for the purpose described in the buyers order. The buyer shall inspect the goods on day of delivery and report any defects to the person in charge of delivering same. The seller will at its discretion make good by repair or the supply of the replacement component, excluding the cost of labour and scaffolding if required, which under proper use by the buyer appears to be as a result of the sellers manufacture of the goods provided the buyer notifies the seller within 6 months of delivery or the presence of the defect whichever is the longer to a maximum of 9 months. The buyer shall indemnify the seller against each and every liability, claim, cost and damage from a third party to which the seller is or would otherwise be subject arising out of the supply of the goods by the seller to the buyer. We do not accept any liability for incompatible designs or advice which may result in the product supplied not being suitable for the purpose for which it was purchased. Faulty goods shall not form the subject of any claim for labour costs or other expenditure incurred by the buyer or end user. The seller shall not be responsible for repair or replacement of products damaged as a result of accident, glass breakage, water penetration, abuse, misuse, faulty building construction, alterations to the product, applications in areas of high humidity, areas without sufficient ventilation or humidity control, minor imperfections in glass or plastic components that do not affect the product performance or obscure vision, variations in wood grain or colour due to knots or wood rot due to improper maintenance or installation. Spontaneous breakage caused by the inclusion of nickel sulphide particles is not covered by this guarantee. Information is available on request provided by one of our suppliers Pilkingtons explaining the phenomenon and the reasons they are unable to provide a warranty to this rare occurrence in processed glass. Normal wear and tear is not covered by this warranty, as are glass corrosion brought on by standing water or debris on the glass. Condensation on roof windows and skylights and any water related water damage which may occur as a natural result of humidity within a building, or a variation between indoor and outdoor temperatures, is not a defect and will not be covered by this warranty. This guarantee does not cover any change in colour and fading irrespective of these being caused by sun, condensation, acid rain, salty splashes or any conditions with corroding or material changing effect, any cosmetic conditions such as changes in the sealant or condensation, knots in the wood, inevitable and /or expected reduction of the efficiency of the product, including technical specifications and tolerances and variations that occur naturally in the materials used. A leak within the meaning of this warranty requires penetration of water in liquid form through or between the rooflight or glazing and condensation on a covered product which may occur as a result of humidity within a building or a difference in temperature between indoor and outdoor temperatures is not a leak and not covered by this warranty. In no event shall ruhmltd be liable for indirect, incidental, consequential or punitive damages resulting from the installation of covered products.