

ROCKDOOR

GUARANTEE

Rockdoor 10 Year Installer Guarantee

Rockdoor is a 'made to measure' bespoke door, greatly admired in the trade for its strength, security and style. To back this up, Rockdoor offers a 10-year guarantee as follows.

A Rockdoor guarantee is offered to the original GAP invoice holder and is valid from the date of invoice, provided it is used for domestic purposes only. It must be installed in accordance with the Rockdoor Five Star fitting guidelines and maintained in accordance with Rockdoor care instructions.

White and coloured foiled doors are guaranteed not to discolour within the tolerances of 3 points on the Grey Scale Rating, under normal weather conditions for a period of 10 years. Doors will not crack, bend, warp or bubble beyond manufacturing tolerances under normal weather conditions for a period of 10 years.

All glazed units sealed within the door will retain good visibility and all glazing seals will remain intact for a period of 10 years. Glass units supplied separately or glazed into side frames or fanlights will retain good visibility and all seals will remain intact for a period of 5 years.

Furniture including handles, letterplates, knockers and numerals are guaranteed for a period of 2 years (excluding surface finish). A gradual reduction in operating performance can be expected due to normal wear and tear commensurate with age.

All glass designs or furniture that includes natural metal effects will weather naturally.

All locking systems are guaranteed to function under normal use, for a period of 5 years, provided the locks are maintained in accordance with Rockdoor care instructions. A gradual reduction in operating performance can be expected due to normal wear and tear commensurate with age.

A £1,000 lock guarantee is provided. Details can be found overleaf.

We do not accept liability for any losses (direct or consequential) resulting from any claim against this guarantee, including any costs incurred for refitting by an installer or by a third party.

The guarantee will be void if the product has been altered in any way from original order, including retrospective fitting of furniture, hardware or painting.

All damaged or missing items must be reported within 48 hours of delivery, to GAP's customer support department (customerservice@gap.uk.com), otherwise any claim will become void. All guarantee claims will be investigated by the customer support department, GAP reserves the right to refuse a claim if deemed it not to be manufacturing fault or not covered under the terms of the guarantee. Checks will be made to the door to be based on Rockdoors Five Star fitting guidelines.

All claims that result in a replacement product being supplied under the terms of the guarantee, wherever possible, will be credited upon invoice of the replacement product.

Rockdoor also offer an additional no bow guarantee for doors manufactured after 01/01/21. To qualify for the no bow guarantee the door must clearly have deflected past our tolerance range of 6mm. Deflection will be determined by the manufacturer and the manufacturer's decision will be final. Any qualifying claim will receive a replacement door slab and a £100 credit to be applied to named account against future purchases only; no cash refunds will be given. All claims must be supported by photographic evidence and proof of purchase by those making the claim.

This guarantee excludes damage from neglect, misuse or impact (wilful or otherwise), wear and tear, use as a commercial entrance, any damage or fault caused by incorrect installation to Rockdoors specification, failure due to building subsidence, modifications or alterations made and acts of God.



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Lock Snapping £1,000 Guarantee

Rockdoor lock cylinders meet the requirements of the British Kitemark TS007 3* and Sold Secure Diamond testing criteria, whilst also holding Secured by Design accreditation - the Police Crime Prevention Initiative.

Our 3 star locks have built in "Active Snap Protection" technology with an advanced internal locking system that will prevent access into the inner workings of the door bolt if it has been snapped on the outside.

Our locks will remain secure after forced entry snapping attacks, and in most cases will still be operable with the key from the inside.

We are therefore so confident of our locks that we offer a £1,000 security guarantee against lock snapping that would enable a burglar into your home.

The £1,000 security guarantee only applies if all of the following conditions are adhered to.

- Doors covered by the guarantee are deadlocked and the keys not left in the cylinder internally.
- The products must have been fitted by a Rockdoor Trusted Installer.
- Any claims must be made in writing within 28 days of the break-in providing details of the incident and MUST include the crime reference number provided by the Police Authority the crime was reported to.
- A Rockdoor customer service representative will conduct a brief but detailed investigation within 28 days of the reported break-in.
- The lock must be returned to Rockdoor (c/o GAP, Customer Support, Partnership Way, Shadsworth Business Park, Blackburn, BB1 2QP) for inspection with photographic evidence of the lock snapped within the door.
- After investigation, if the report confirms that the lock relating to the compensation guarantee was correctly fitted and maintained, according to our 5 star installation guideline, and failed due to a forced entry through the door the lock was fitted in, the claim will be processed within 28 days of the inspection.
- Only one claim per installation is permissible within a guarantee period which commences at the order date.
- Guarantee is valid for UK mainland installations and applies to domestic homeowners properties only.
- Available for all doors ordered after 01/02/2020.



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