

## Mila Product Guarantee

Mila Hardware guarantee the performance of our products provided that they are properly installed, used and maintained. Depending on the individual product, Mila provide differing types of product guarantee. Full details of individual product guarantees are shown on their respective product page within the Mila catalogue.

Mila guarantees that, subject to the conditions listed opposite, it will accept responsibility for the following in the event of Mila products causing a door or window failure caused by defective manufacture or design :-

### 1. 2 Year Labour Guarantee

For 2 years from date of supply by Mila: Mila will provide all parts and labour required to remedy the failure on site.

### 2. 5 Year Mechanical Guarantee

For 5 years from date of supply by Mila: Mila will replace any defective parts or at Mila's sole discretion issue a credit note not exceeding the original value of the parts.

### 3. 10 Year Mechanical Guarantee

For 10 years from date of supply by Mila: Mila will replace any defective parts or at Mila's sole discretion issue a credit note not exceeding the original value of the parts.

### 4. 2 Year Pvd Surface Finish Guarantee

The surface of products protected with a PVD finish is guaranteed for 2 years from date of supply by Mila. To maintain the surface finish the handles should be cleaned with a soft dry cloth. If further cleaning is required use warm water on a soft cloth and dry thoroughly afterwards. Provided the after care instructions above are adhered to and the handle has been correctly fitted and operated, and has not been subjected to abuse Mila will replace any defective parts or at Mila's sole discretion issue a credit note not exceeding the original value of the parts. This guarantee applies solely to products supplied with a PVD finish and identified as such within the Mila catalogue.

## Mila Product Guarantee - Conditions

- a) The customer must supply proof of the date of purchase of the parts concerned.
- b) This guarantee shall not apply to any part which has been incorrectly fitted, adjusted or operated, nor to any part which has been subjected to stresses and operating forces beyond the recommended levels.
- c) Parts shall not be subject to abuse and shall be maintained and lubricated at least twice per annum, as recommended in the Mila catalogue (see page 408).
- d) Stainless steel screws must be utilised with stainless steel hardware.
- e) Where Mila is responsible for replacement of defective parts only, Mila will provide the labour required to remedy the failure on site and said labour will be chargeable to the customer at the prevailing Mila Maintenance Department labour rate (currently £12.50 per hour excluding VAT). This charge will be in respect of time spent on site only, no charge will be made in respect of travelling time.

At Mila's sole discretion, it may elect to allow the customer to replace the defective parts.

- f) Where Mila is responsible for providing parts and labour to remedy a defect it may, at Mila's sole discretion, elect to allow the customer to replace the defective parts in which case Mila will accept a labour charge from the customer for time reasonably spent on site remedying the defect at the prevailing Mila Maintenance Department labour rate (currently £12.50 per hour excluding VAT). This charge will be in respect of time spent on site only, no charge will be accepted in respect of travelling time.
- g) Mila reserves the right to invoice the customer for all reasonable costs which may be incurred in handling claims which prove not to be covered under this guarantee.
- h) This guarantee applies to MILA products supplied on or after 1st January 2001.
- i) Mila will not accept responsibility for claimed defective parts where Mila have not been provided with the opportunity to inspect the parts concerned on site.
- j) Mila will not accept responsibility for claimed defective parts where Mila has not been paid for said parts (unless payment is not yet due under the Mila Terms of Trade).
- k) This guarantee applies solely to Mila branded products, and does not apply to other products supplied by Mila from time to time which will be supplied with the relevant manufacturers guarantee only (details of which are available on request).
- l) This guarantee does not apply to decorative finishes, or to surface corrosion which does not impair the normal functioning of the parts supplied. Certain products are supplied with separate guarantees regarding surface appearance.
- m) This guarantee does not apply to MILA products which are installed in highly aggressive/corrosive atmospheres. If there is any doubt over which areas are deemed highly aggressive/corrosive the MILA Technical department should be contacted for their recommendations.
- n) The 'Customer' is defined as the party with whom Mila contracted for the sale and purchase of the parts concerned, and this guarantee is enforceable only by the customer.
- o) This guarantee is only applicable to hardware directly purchased from MILA UK Ltd. Therefore any goods supplied by other MILA companies or subsidiaries thereof and/or any third party sales will not be covered by MILA UK's guarantees.