

FIFE WINDOWS  
& DOORS LTD  
Est. 1986

Unit 12 Eastfield Business Park  
Newark Road South  
Glenrothes  
Fife, KY7 4NS

## Remedial Request

Tel : 01592 771322  
info@fifewindowsanddoorsltd.co.uk

Dear Customer

Further to your request for a remedial repair. In order to process your request to the appropriate department could you kindly return the enclosed form to address shown above.

Fife Windows and Doors Ltd will be happy to carry out all repairs that come under our guarantee, we would however like to point out that every building products requires to be maintained, this work is not covered by our guarantee.

Fife Windows & Doors Ltd will carry out repairs on any faulty workmanship within our guarantee period. If any components are faulty, they will be replaced in accordance with the manufacturers warranty, any labour will be free of charge.

The highest number of remedial requests we receive are for maintenance issues, these are costly and time consuming for our staff to deal with. In order to maintain a high level of customer service and deal efficiently with guarantee issues, a call out charge of £75.00 + vat will be charged if the issue is not covered under our guarantee. Please read our remedial repair guide on the next page before filling out your request form.

Many thanks for your co-operation.



### Remedial Request Application

#### Please detail nature of problem

(send photographs if relevant)

Name : \_\_\_\_\_

Address : \_\_\_\_\_

\_\_\_\_\_

Tel No : \_\_\_\_\_

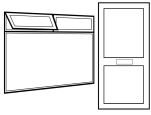
Mobile : \_\_\_\_\_

Invoice No : \_\_\_\_\_

Invoice Date : \_\_\_\_\_

*If invoice is under a different name from one above please state.*

For office use only



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## **Remedial Repair Guide**

### **Windows :**

From time to time windows may require minor adjustment which we cover under our warranty. All locks & hinges are required to be maintained twice annually by oiling. Any problems relating to ironmongery or rubber gaskets is subject to fair wear and tear, if found to be a lack of proper maintenance or damaged by the customer or third party this will be chargeable. Any draughts or leaks caused by faulty workmanship are covered under our warranty. If, upon inspection, they are as a result of a fault out with the works carried out by Fife Windows & Doors Ltd, a call out fee will be chargeable.

### **Doors :**

Any doors experiencing fading or cracking problems will be repaired or replaced in accordance with the manufacturers warranty. From time to time doors may require minor adjustment which we cover under our warranty. All door locks & hinges are required to be maintained twice annually by oiling. Any problems relating to upvc drip bars on the bottom of doors, ironmongery or rubber gaskets are subject to fair wear and tear, if found to be a lack of proper maintenance or damaged by the customer or third party this will be chargeable.

### **Glazed Sealed Units :**

Scratched or marked units must be reported within 7 days of installation. Any sealed units that condensate inside the cavity (ie between the two panes of glass) cannot be repaired and will require replacing under the manufacturers warranty. Condensation that occurs on the face of the glass (ie can be wiped away) whether it be inside or outside of the property is not a defect with the windows/doors. This is an environmental issue. More information on internal and external condensation can be found on our website address :  
<http://www.fifewindowsanddoorsltd.co.uk/Info.html>

### **Gutters :**

Gutters and gutter brackets will only break under extreme stress, ie excessive force put upon them or heavy snow fall turning to ice will snap gutter brackets, this is not covered under guarantee. We will repair any box gutter joint leaks on conservatories, any leaks caused by un-cleaned gutters or blocked downpipes will be chargeable.