

Kenrick Product Guarantee

Kenrick window and door locking systems are backed by a **10-year mechanical guarantee**, subject to the terms and conditions below. This guarantee covers failures caused by defective design, materials, or workmanship.

If a product fails within this period, Kenrick will repair or replace it free of charge. At Kenrick's discretion, customers may be allowed to replace defective components themselves. If the original product is no longer available, a substitute of equivalent cost and function will be provided.

Guarantee Terms and Conditions

- **Inspection Rights:** Kenrick may inspect products on-site or request their return if removed. If inspection reveals neglect, misuse, burglary damage, or other factors that invalidate the guarantee, inspection and related costs may be charged.
- **Proof of Purchase:** Customers must provide proof of purchase, including the date, for affected parts.
- **Payment Requirement:** Kenrick accepts no liability for defective parts unless payment has been received.
- **Original Purchaser Only:** The guarantee applies solely to the original purchaser ("Customer") who bought directly from Kenrick under a sales agreement.
- **Replacement Products:** Items supplied under guarantee do not extend or renew the guarantee period. The remaining time from the original guarantee applies.
- **Direct Purchases Only:** Coverage applies only to hardware purchased directly from Kenrick. Products from subsidiaries, group companies, or third parties are excluded.
- **Surface & Cosmetic Issues:** The guarantee does not cover surface finishes or corrosion that does not affect functionality.
- **Environmental Exclusions:** Products installed in highly corrosive/aggressive environments or exposed to harmful substances (e.g., cleaning agents, construction materials, poor air quality) are not covered.
- **Maintenance Requirement:** All parts must be maintained in line with Kenrick's Maintenance Guidelines.
- **Void Conditions:** The guarantee will be invalid if failure results from:
 - Modifications or unauthorised repairs
 - Improper installation not meeting industry standards
 - Excessive or unreasonable wear and tear
 - Commercial use or application
 - Use outside the UK
- **Liability Limitation:** Kenrick's responsibility is strictly limited to the terms of this guarantee and excludes any consequential losses.