

FREEFOAM GUARANTEE TERMS AND CONDITIONS

Freefoam manufactured white, woodgrain and colour PVC-UE roofline and PVC-U rainwater products ("Freefoam Products") are guaranteed upon and subject to the following terms and conditions:

WHITE PRODUCT GUARANTEE

The period of the standard guarantee ("the Guarantee period") is 20 years from the date of installation of the Freefoam products and is extended to a Lifetime Guarantee of 50 years, from that date if (but only if) no other brand is used in any of the following installations: 1. fascia + rainwater; 2. soffit; 3. rainwater; 4. cladding (excluding Fortex products), and the installation is duly registered with Freefoam Plastics through their website www.myfreefoam.com within one month of its completion. Fortex white cladding products are covered by the standard 20 year guarantee only.

WOODGRAIN AND COLOURED PRODUCT GUARANTEE

The period of the guarantee ("the Guarantee period") is 10 years from the date of installation of the Freefoam products. A guarantee certificate may be obtained if the installation is duly registered with Freefoam Plastics through their website www.freefoam.com within one month of its completion.

GENERAL TERMS THAT RELATE TO ALL PRODUCTS

- The guarantee applies to defects in Freefoam Products appearing within the guarantee period which consist of warping splitting or cracking or of discolouration which in the case of roofline profiles and mouldings is not in conformity with the colourfastness and weathering criteria defined in BS EN 13245-3:2010, BS EN 13245-2:2008, BS7619:2010 and in the case of rainwater profiles and mouldings is not in conformity with the colourfastness and weathering criteria defined in BS EN 607:1995 section 10.
- The guarantee will only apply:
 - if the defects are notified to Freefoam Plastics in writing within 3 months of their appearance together with proof of purchase.
 - If the Freefoam Products in question were installed and have been used and maintained in accordance with the instructions contained in Freefoam's Freeflow Installation Guide (for rainwater profiles and mouldings), and Technical & Product Notes and Freefoam's Roofline Technical Manual (for roofline profiles and mouldings) all of which are available for download from Freefoam Plastics website www.freefoam.com.
 - to Freefoam Products installed in Ireland or the United Kingdom. N.B. A separate guarantee applies elsewhere.
 - following inspection of the defects and approval by Freefoam Plastics.
 - to woodgrain and coloured products when fitted in a northern European climate i.e <100KLY.
- Exclusions:
 - The guarantee does not apply to any of the following:
Fair wear and tear, normal aging and damage caused by external physical agents, storms, exceptional weather, accidental damage or other Force Majeure.
Fair wear and tear above includes wear to seals in rainwater accessories which may require replacement during the term of the guarantee.
Performance outside scope of BS EN 13245-3:2010, BS EN 13245-2:2008, BS7619:2010.
Any aspect of the installation of Freefoam Products.
 - The application by the householder of any coating, paint or other surface treatment will void the guarantee.
- Freefoam Plastics liability under the guarantee is limited (at their absolute discretion) to the repair or replacement of defective materials or to the payment in cash of the original cost of the Freefoam Products in question. Freefoam Plastics will not be responsible for consequential loss of any kind. Having regard to the number of years of satisfactory use Freefoam will contribute to the material cost in the proportion that the unexpired years of the Guarantee bear to the original Guarantee term subject to Freefoam's written agreement. Freefoam will not be liable to contribute to the cost of any such material where work is carried out prior to such agreement.

Pro-rated Schedule

From Years	To Years	Percent of Cover for non-compliant material
1	10	100% of Full replacement including labour
11	15	80% of cost of Supply of replacement product
16	20	60% of cost of Supply of replacement product
21	30	40% of cost of Supply of replacement product
31	40	20% of cost of Supply of replacement product
41	50	10% of cost of Supply of replacement product

- The guarantee may be transferred to second or subsequent owners during the first 10 years from the date of installation only. Every change of ownership within that period must be registered with Freefoam Plastics through their website www.myfreefoam.com within one month of the change for the guarantee to remain in effect.
- This guarantee does not affect the statutory rights of consumers.
- The guarantee shall be interpreted only in accordance with Irish Law and be subject to the jurisdiction of the Irish courts in respect of installations in the Irish Republic and in accordance with English Law and be subject to the jurisdiction of the English courts in respect of installations elsewhere.
- These terms and conditions will apply in respect of products fitted on or after the date noted below. Issued 1/10/12. This supersedes all previous warranties for goods fitted on or after this date.

50 Year Extended Lifetime Guarantee

peace of mind ...



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... for homeowners





Why choose Freefoam?

- Guaranteed not to warp, crack, discolour or blister.
- Resistant to air pollution.
- 50 year extended lifetime guarantee on white roofline and rainwater products.*
- 10 year guarantee on woodgrain products.
- 10 year guarantee on coloured roofline and rainwater products.
- Fully transferable guarantee to new homeowners.

*Terms and conditions apply. See reverse for details



The Freefoam Guarantee

BACKED BY LEADING EDGE TECHNOLOGY

Freefoam products are all manufactured using an advanced environmentally lead-free formulation that guarantees long life and maximum protection. The range is made in two parts: a strong PVC-UE foam 'core' is protected with a top coating of rigid PVC-U, giving a smooth, strong, hard wearing skin.

Freefoam products are produced with extra Titanium Dioxide, a natural mineral commonly found in sun block that we all use to protect our skin from the sun. This means that Freefoam products are also protected from UV damage so they last and look good for longer.

COLOUR GUARANTEED

Guarantees on all colour products are backed by Freefoam's innovative Colormax technology which provides ground-breaking colourfastness, colour variety and colour matching.

Guarantees on woodgrain products are backed by market-leading Renolit EXOFOL MX foil incorporating Solar Shield Technology (SST). Built in sun reflection which reduces heat absorption, minimising profile temperature and expansion.

YOUR GUARANTEE

All Freefoam white products are automatically covered by our manufacturers guarantee of 20 years. Extend your Guarantee to 50 years by choosing Freefoam fascia and gutter fitted by a Freefoam Registered Installer.

You will receive your Guarantee certificate direct from Freefoam after work has been completed. If you decide to move house then the guarantee can be transferred to the new owners.



What Freefoam customers say

Every year thousands of homeowners choose from the Freefoam roofline range because they feel confident in the product guarantees. But don't just take our word for it!

"Our local installer explained the product really clearly and we chose to go with a product that was guaranteed"
Mr Teal, Windsor

"We had several quotes and decided to go with our local installer instead of a larger company. We are very pleased with the work, he did an excellent job"
Mrs Duncan, Fife

"I live on my own so maintenance is an issue for me. My new UPVC roofline has given me real peace of mind to know that I don't need to worry about it again"
Mrs Sanger, Evesham

Getting the work done

FREEFOAM REGISTERED INSTALLERS

Replacing or repairing fascia, soffit and guttering is not an easy job to do yourself. It's inaccessible and needs a level of skill that comes through experience and training. We would recommend you get it done professionally BUT tracking down a reliable and trustworthy installer can be a daunting and difficult task.

The Freefoam Registered Installer Scheme can help take the guess work out of finding the right person for the job. What's more, when you use a Registered Installer your 20 year Freefoam Guarantee is automatically extended - to 50 years!

- Independent professionals backed up by years of experience.
- Roofline experts who know our product range inside out so can advise you on what's best for your home.
- Installers who are up to date with all the latest innovations and advantages offered by our range.
- To find a local Registered Installer contact Freefoam on 01604 591110 or email info@freefoam.com.

