

OUR WARRANTY GUIDLINES

At Swallow (GB) Ltd, we are confident with our products. The Warranty is valid from the date of the invoice which must be paid in full. The invoice and Warranty must be retained by the **Customer**, and the building must remain at the customers property where it was originally installed.

- **12 YEAR WARRANTY** WITH ALL OUR TIMBER PRODUCTS AGAINST ROT AND DECAY.

(To significantly extend the life of the product and reduce water staining and fading, it is recommended to treat the timber with a good quality oiled based treatment annually, or if painted to touch up and re paint as necessary)



- **3 YEAR WARRANTY** ON ALL FITTINGS AND FIXTURES I.E DOOR HANDLE, LOCK, HINGES, BOLTS, WINDOW OPENERS, AUTOMATIC VENT OPENERS ETC.



Glass Warranty: Our toughened safety glass is 2.5 times stronger than standard glass, in very rare cases if the glass breaks within the first 30 days it will be replaced free of charge (not covered by accidental/deliberate impact)

All our buildings are made from Thermally modified timber known as Thermowood

This is manufactured from quality redwood pine. Which is kiln dried then baked to a temperature of 215 degrees. The result seals the capillaries, destroys resins and proteins, and stabilises the timber.

Our Buildings are available to purchase in three options

Natural Thermowood

This option has had no treatment at all, it needs to be treated within 3 months after installation, to prolong the life expectancy of the building.

Water, condensation can stain the timber and may discolour it, unless it gets treated and also needs regular maintenance.

Oiled Option

If you choose the oiled finish, then we give the building one coat of oil treatment before it's all glazed and sealed ready to be installed.

We do recommend that you oil the building annually, outside, and also you can coat the inside to help cut down on water staining which can happen from condensation.

This keeps the building looking fresh, it helps to maintain its original colour, and protects the timber from the elements.

We recommend something like Osmo Oil or a similar quality.

Painted Option

When you choose the painted version, firstly the building goes through quality control, then it's given its first topcoat, once its dry it's then re-checked and it's given its second topcoat, then finally once dry it's glazed and sealed.

When we have installed the building, we leave you with a pot of touch up paint, as sometimes the building may occur little marks from transportation.

Our fitters will inspect the building once it's installed and do a walk around with you once it's finished.

Painted buildings won't need re-painting annually, it may be every 3-5 years depending on where the building is situated in the garden.

If it's tucked away and not in direct sunlight, and not open to all the elements, then it may last longer before you need to re-paint it.

You would have to trust your own judgement on this.

Maintenance

On all our buildings we encourage regular maintenance, to keep Mould, bugs to a limit.

Condensation is something that cannot be avoided in Greenhouses/Potting Sheds, when the temperature heats up the water will run to the lowest point, if left then this will start to turn the timber black, please clean these area's as regular as possible to keep it to a bare minimum.

The key to controlling it is plenty of ventilation, open the door whenever you can, use a heater in the winter months if possible.

Clean the inside with Jeyes Cleaning Fluid on a regular basis.

It is normal for a Greenhouse to have some water ingress. as far as we are aware there is not a mainstream greenhouse on the market that is **100% leakproof.**

Water can get in from the roof vents, side vents, under the door, this is all a common occurrence and not a fault in the manufacturing of the Greenhouse/Potting Shed.

If you decide to make the base larger than the actual size of the building, then this can cause water to get in under the damp proof barrier, it can also allow spilt water inside the greenhouse to escape.

We point this out in the greenhouse information that we **Do Not** seal under the damp proof barrier, we leave this to the customer, if you decide to seal it just use a Black Waterproof Silicone Sealant.

Another issue with making the base larger than the building is heavy rain can bounce on the outside and hit the bottom of the building, where it can get in between the boards and the bottom rail and rise up the bottom boards and may start to go discoloured.

Once the building is installed, then it may be an idea to lay pea gravel/shingles around the bottom to stop the rain bouncing on the floor.

One thing we **Do Not** recommend is hanging anything from any part of the roof, legs, supports, trusses etc these are there simply to hold the roof in place and support the roof.

Hanging any items ie: Hanging Baskets, fans, heaters etc. Will just pull down on the structure and may cause damage to the building over time, the roof may then begin to bow and break the seals on the sealant. This will make the Warranty void

Once the building has been installed, we ask that you look around the building before the fitters leave your property, to make sure you are happy with the building.

If for any reason after the installation, you are not happy we ask you to contact us on the telephone number above and we will do all we can to rectify any issues.

We would ask that you send photograph's to sales@swallowgbtld.co.uk

So, we can easily identify the problem.

Thank you for your purchase, and your valued custom

And we hope you have many happy years of successful gardening.

Kind Regards

The Swallow GB Team

12 YEAR WARRANTY – Full terms and conditions

- The 12-year warranty applies to all Swallow GB Limited's buildings purchased through our approved retailers.
- The warranty period begins from the date of final invoice which must be paid in full and is non-transferable.
- The warranty covers the building against rot and fungal decay only when the building has been treated annually with quality wood preservative and maintained according to our maintenance guidelines.
- Proof of maintenance must be recorded and sent to Swallow GB Ltd for future reference.
- This warranty does not cover
 - Normal wear and tear
 - Accidental damage or misuse
 - Damage caused by weather condition such as wind, rain, snow.
 - Cosmetic issues that don't affect the structural integrity.
 - Any modifications made to the original structure.
 - Issues caused by re-locating the building
 - Glass breakage after 30 days.
- In the event of a valid claim Swallow GB Ltd will provide replacement parts free of charge at a time suitable for both parties.
- Swallow GB Ltd reserves the right to inspect any building reported to have issues before approving any claim.
- Any return visits that are proved to be not Swallow GB Ltd.'s fault will incur appropriate fees.
- To make a claim you must provide proof of purchase and photographic evidence to support your claim.
- Swallow GB Ltd.'s liability under this warranty is limited to the repair or replacement of defective parts and does not cover any consequential loss or damage
- This warranty is in addition to and does not affect your statutory rights.
- Swallow GB Ltd reserves the right to alter the terms of this warranty at any time, any changes will not be applied retrospectively to existing warranties.
- This warranty does not cover buildings used for commercial.
- **All non-oiled building MUST be treated with high quality wood preserver within 3 months of installation, regular maintenance and annual treatment are required to maintain validity of this warranty.**
- Workmanship, fixtures, fittings and sealant are covered for 3 years from date of installation

For warranty claims and queries please contact Swallow GB Ltd.

Phone - : 01709 701999

Email - : sales@swallowgb Ltd.co.uk

By purchasing a Swallow GB Ltd building, you acknowledge that you have read, understand and agree to these warranty terms and conditions.