



Product Guarantee Terms and Conditions 2023

Our guarantee

For over 50 years at Urfic we have built a trusting relationship with our customers based on our product quality and reliability. We know our customers value this, which is why we support our ranges with a 25/30 year guarantee. All our ranges have a 25 year guarantee with the exception of our range named P5 which offers a 30 year guarantee.

Our promise

We promise to treat all our customer guarantee enquires with respect, courtesy and efficiency to help guide them to a successful outcome.

1. The product must have been purchased in the UK from an official Urfic partner.
2. Products with moving parts must be lubricated on a regular basis to ensure free movement of the working parts with a suitable lubricating product. Failing to maintain the moving parts of the product will invalidate the guarantee.
 - a. Please see web site link for more information:
 - b. <https://urfic.co.uk/knowledge-base/product-care/>
3. The surface of the product must only be cleaned with a damp cloth, no harmful liquids, sprays or any other cleaners / chemicals are to be used as these may damage the surface of the product and will invalidate the guarantee.
 - a. Please see web site link for more information:
 - b. <https://urfic.co.uk/knowledge-base/product-care/>
4. The product must be fitted by a competent person following the instructions for fitting the particular product.
5. The product must be used for its intended purpose, any other purpose will invalidate the guarantee.
6. Proof of purchase must be provided including:
 - a. Sales receipt showing product code or name or description.
 - b. Date of purchase.
 - c. Quantity purchased.



CONTACT OUR OFFICE:

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7. Video and /or photographic evidence of the issue will be required to ascertain the cause of the failure.
8. A series of questions may be asked to ascertain the issue, failure to provide answers to those questions may invalidate the guarantee, the questions may include:
 - a. Does the handle go through its full range of motion when the lever is not attached to the door?
 - b. Does the lever pull all the way down and spring back up when released?
 - c. Does the latch / lock fitted in the door retract fully in to the door to enable the door to open when the handle is fitted to the door?
 - d. Does the latch/lock fitted in the door retract fully in to the door to enable the door to open when the handle is **NOT** fitted to the door?
 - e. Was the handle spring lubricated prior to fitting (as per our fitting instructions) and has it been lubricated since fitting to enable continued smooth movement?
 - f. Was the latch / lock lubricated prior to fitting inside the door and has it been lubricated since fitting to enable continued smooth movement?
- Are the holes in the door of a sufficient diameter to allow free movement of the central part of the handle when the lever is pushed downwards (to enable full movement and allow the latch to be fully retracted)?
- Should the questions asked & answers obtained not provide a satisfactory conclusion to the issue, we may ask that the product is returned to us for testing in our laboratory to further ascertain the cause of the issue experienced.

After the process is followed Urfic will make a final decision on the course of action and if a replacement is warranted, we will send this out at our earliest opportunity free of any charges.



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