

Warranty

The following warranty provisions apply with effect for orders delivered from 1 January 2021.
In case of deliveries from before 1 January 2021, please contact Rational for the warranty applicable to the order.
Rational is a trademark of DOVISTA IRL Ltd, Registration No. 119888., hereinafter referred to as the seller.

The warranty covers	Period
Unit	12 years
Hardware (3 years incl labour, 3 years supply only)	6 years
Glass	10 years

Warranties

DOVISTA IRL Ltd, warrants in relation to Goods of its own manufacture that it will (at DOVISTA IRL Ltd, choice and only on the return of the Goods) either repair or supply replacements or refund the full purchase price of any Goods which:

- i. are found within a period of 12 years from date of Delivery to be materially and substantially defective in respect only of faulty materials or workmanship;
- ii. from decay from fungal or insect attack within a period of 12 years from the date of Delivery.
- iii. from defects resulting from the application of finishing, paints, varnishes or similar substances within a period of 12 months only from the date of Delivery.
- iv. from defects in relation to the ironmongery for a period of 3 years (to include labour) from the date of delivery and thereafter for a further 3 years on a supply of parts only basis.

Glass

DOVISTA IRL Ltd, warrants in relation to double or triple glazed glass units that it will (at DOVISTA IRL Ltd, choice and after examination of the unit in place) supply replacement or refund the full price of any such unit which is found to be defective in regard to manufacture causing visual obstruction because of condensation or dust collection on either interior surfaces of an unbroken double glazed unit which was factory fitted by DOVISTA IRL Ltd, for up to 10 years.

Cracks due to thermal stress, freezing or thawing are not covered by this warranty.
Scratched glass will not be covered by this warranty unless notified to the company in writing within 24 hours of delivery.
Any associated costs in relation to the replacing of glass are not covered by this warranty.

DOVISTA IRL Ltd, shall be under no liability under the above warranty:

- i. in respect of any defects arising from any drawing, design or specification supplied by the Customer;
- ii. in respect of any defect arising from normal wear and tear, damage, negligence, installation or erection by the Customer; and
- iii. in respect of any blemishes or defects arising from the occurrence of natural processes in the timber used in the manufacture of the Goods.

Liability for defective Goods or workmanship shall be limited to the replacement value of those Goods or that workmanship.

No liability shall attached to DOVISTA IRL Ltd, for any consequential loss, whether direct or indirect.

It is a condition precedent to any liability of DOVISTA IRL Ltd that:

- i. all Goods are stored in a dry place, properly stacked, slightly raised from the ground and adequately protected from the weather;
- ii. all joinery is installed correctly in accordance with normal trade practices and adequately maintained in service in accordance with DOVISTA IRL Ltd, recommendations; and
- iii. paintwork or other protective surface finish is maintained in service and moisture is not allowed to penetrate into the timber.

If the defects are not such as is or should have been noticed by inspection of the Goods the Customer shall notify DOVISTA IRL Ltd, in writing or email of any alleged defects in the Goods within three days of same coming to the knowledge of the Customer or within 7 days of the date of delivery whichever shall be the earlier.

DOVISTA IRL Ltd, shall have no liability to the Customer in the event that no notice is given.

For inward opening doors in exposed locations where the wind and water specification in our CE certification is exceeded due to extreme weather conditions.