



Guarantee

The Ofset guarantee is clear and concise.

Ofset back the Blade for life. If it fails, we replace it. Simple.

The Guarantee

Ofset guarantee that the Blade's frame will not warp or twist in normal conditions for life.

Ofset guarantee that the Blade's silicone sealed commercial quality glazed units will not break down for life.

Ofset guarantee that our structurally insulated kerb/upstand will not warp, twist or rot for life, if fitted and sealed correctly according to our installation guide.

Ofset guarantee that the Blade's paint finish will not deteriorate to an unsatisfactory level for at least 20 years. A satisfactory level is deemed to be no excessive visible change to the paint finish when viewed with the naked eye from a distance of 2 metres. We apply a minimum of 60 microns coastal grade paint to all our roof windows for paint longevity and colour fastness.

Guarantees are valid from the delivery date of products to site.

Guarantees are only valid if products have been fitted and maintained in accordance with the Ofset installation and maintenance guides.

Guarantee for 'life' refers to the original purchaser only.

Guarantees are transferable within the first 12 months if a product has been purchased for commercial builds or if the purchaser is selling the product as part of a new build/renovation scheme.

All claims are restricted to a maximum of the value of the original purchase price of the product. This condition will apply after five years have passed from the purchase date. Up to five years, we will replace the unit free of charge without question. After five years, the customer will pay the difference between the original purchase price and the current purchase price of the equivalent unit.

If anything goes wrong, we promise to resolve your problem quickly and courteously. It is in our interest to resolve the issue as promptly and efficiently as possible.

Clients will not need to send the faulty product back to us for testing. However, we reserve the right to send an Ofset staff member to check the faulty product and its fitting at the installation address.

If a sealed unit has failed, we will manufacture and send you a complete new same-specification rooflight.

Offset will not fit the new rooflight or remove the existing rooflight. This is a replacement only guarantee.

All moving parts for opening rooflights and moving doors are warranted for 24 months. Electronic componentry (motors etc) are also warranted for 24 months.

Please contact us as soon as you feel there is a product issue.

Love • Design • Order • Enjoy