



METAL GUTTA
COPPER, ZINC AND STAINLESS STEEL RAINWATER SYSTEMS

Guttering Warranty

Document Version Control

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1. Contracted Parties

All guttering components supplied under the trade marks of Coppa Gutta™, Stainless Gutta™ and Zinc Gutta™

The contract is between Good Directions Ltd, Time House, Hillsons Road, Botley, Hampshire, SO30 2DY and the person or company who purchased the goods.

2. Period of Cover

- Material defects are covered for one year from the date of despatch
- Material life expectancy of 0.6mm copper is approximately 100 years, however we cannot not guarantee this
- Installation defects are not covered under any circumstance

3. Product Performance

We will ensure that:

- We use certified and traceable materials direct from the mill where possible
- All third party suppliers are checked to ensure their processes conform with our ISO9001 standards
- All components made by us conform with our ISO9001 standards

We cannot promise that our products will:

- Be free from the effects of "normal wear and tear" during manufacturing, such as
- Heat marks from welding
- Scuff marks from forming
- Abrasion marks from cleaning
- Finger prints from handling
- Be resistant to breakages, fractures or marks caused by vehicular movements or other types of general abuse or miss-use
- Be resistant to any undesirable effects caused by foreign items being screwed, attached or hung from the product which are not part of the rainwater system supplied
- Be resistant to any undesirable effects caused by any planned or unplanned contact with any types of chemicals
- Be resistant to the effect of human or animal interaction with the rainwater system

4. Returns Policy

- Wrongly or over ordered standard stock components can be returned for a credit subject to their condition
- Bespoke items can not be returned for a credit