

Warranty Statement

TROJAN
DEVELOPMENTS

Product Warranties

Trojan Developments Limited guarantees all of its Trojan branded products on these Warranty

1. Warranty

Subject to the limitations and exclusions set out in this document, Trojan Developments warrants that each of its Trojan branded products will be free of defects in material and workmanship for a period of 12 months from the date of purchase of the product with which this document is given ("Warranty").

2. Claiming on the Warranty

Warranty claims will only be accepted from the Authorised Wholesaler, to whom the Trojan product has been originally sold,

1- at your expense:

2 - return the product securely packed to protect against damage to the product.

An Installer should return any defective product to the Authorised Wholesaler they purchased it from. Upon receipt of any defective product, Trojan Developments will provide the Authorised Wholesaler with a replacement product with the same or (if the same product is no longer available) the closest similar Trojan Developments branded product.

4. Exclusions

The Warranty excludes and does not extend or apply to:

- (a) Normal wear and tear – damage caused to the product as a result of normal wear and tear;
- (b) Misuse and abuse, or accident – damage caused to the product as a result of misuse or abuse of Trojan Developments branded products being used in a way or manner which is not within the scope and limitations of the technical or other specifications for the products.
- (c) Improper maintenance or neglect – damage caused to the product as a result of improper maintenance or neglect of Trojan Developments branded products otherwise not being maintained in accordance with Trojan Developments care and maintenance recommendations;
- (e) Unauthorised alteration, modification or repair – damage caused to the product as a result of alterations, modifications or repairs being made to the product by any person other than the authorised personnel of Trojan Developments Ltd;
 - i) Corrosive exposure – damage caused to the product as a result of it being exposed to corrosives, including (without limitation) vapours, chemicals, abrasive compounds, contamination, pollution, coastal air, salt spray, high humidity

5. Consumer Guarantees Act 1993

Our products come with guarantees that cannot be excluded under the CGA. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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developing innovative egress solutions since 1987