10 YEAR GUARANTEE

This guarantee certifies that all **Realm™** branded ironmongery is manufactured to a high quality standard and is guaranteed against any mechanical defect for a period of 10 years from date of purchase.

Conditions

- The product must be maintained and checked on a 6-monthly basis in accordance with Realm™ 'Care and Maintenance Instructions', and any moving parts lubricated annually.
- The Product is periodically wiped over with a lightly oiled cloth and any scratching or scuffing is touched up immediately with Realm™ touch-up paint *(Part No: FX-BTU).*
- The product only will be replaced, no consequential costs or fitting charges will be considered.
- Realm™ 'Care and Maintenance' instructions have been followed.
- The product has not been installed within 15 miles of the coastline.
- Misuse, negligence or accidental damage will render this guarantee null and void.
- Any modifications or repairs carried out by someone other than Coastal will render this guarantee null and void.

Procedure

1. Any fault must be reported immediately with an image of the defective part to *r&d@coastal-group.com.*
2. R&D will be in contact with you to gather more information as required about the fault or issue.
3. Case assessed by R&D and replacement agreed at their discretion.

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