

6) Refunds

Only in exceptional circumstances and by previous written agreement will we accept back, for credit, items which have been supplied against orders which have been manufactured in accordance with your specifications. However, this cancellation right does not apply in the case of any bespoke, made-to-measure or custom-made products.

Unfortunately, as bespoke products are made to your requirements, you will not be able to cancel your order once the process begins (but this will not affect your legal rights as a consumer in relation to bespoke/made to measure products that are faulty or not as described). Consumers covered by the Distance Selling Act will revert to these terms after the period covered by the Act expires.

7) Non-Coverage

This guarantee does not cover:

- Any change of colour and fading irrespective of these being caused by sun/condensation/acid rain/salty splashes or any conditions with corroding or material changing effect.
- Any cosmetic conditions such as changes in the sealant or condensation
- Knots in the wood
- Inevitable and/or expected reduction of the efficiency of the product, including technical specifications and tolerances.
- Variations that occur naturally in the materials used.
- Malfunction or restricted function resulting from blocking or the like due to environmental factors such as twigs and leaves.
- Any other similar conditions, irrespective of these being characterised as defects.

This guarantee does not cover any default or damage caused by failure to maintain the product as set out in the documents which accompany this guarantee document.

Faulty goods shall not form the subject of any claim for labour costs or other expenditure incurred by the buyer/end-user. In addition, Stella Rooflight does not accept liability for any loss or damage incurred by the buyer/end-user arising directly or indirectly from incidents beyond our reasonable control, including but not limited to industrial disputes, fire, war, terrorism, unusual natural occurrences or other force majeure.

Stella Rooflight does not accept liability for third party products irrespective of these being sold or displayed together with the products referred to in this guarantee.

This guarantee may be invoked only on condition that the product has been paid for in accordance with our payment terms agreed for the product.



Stella Rooflight

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