

Company details

- Bedford Bi-folds Ltd | Company No. 09585698 | VAT No. 213 161 458
- Registered office: First Floor, Woburn Court 2 Railton Road, Kempston, Bedford, Bedfordshire, England, MK42 7PN
- Trading address: Unit B Postley Road, Woburn Road Industrial Estate, Kempston, Bedfordshire, MK42 7BU
- Email: sales@bedfordbifold.co.uk | Tel: 01234 342669

1. Who Provides the Guarantee

This guarantee is provided by Bedford Bi-folds Ltd, company number 09585698, VAT number 213 161 458. Trading address: Unit B Postley Road, Woburn Road Industrial Estate, Kempston, Bedfordshire, MK42 7BU. Email: sales@bedfordbifold.co.uk. Telephone: 01234 342669.

This guarantee applies only to goods supplied by Bedford Bi-folds and is subject to proof of purchase, full payment and compliance with the conditions below.

This guarantee is in addition to any statutory rights that apply to consumers.

2. Guarantee Periods

Item	Guarantee Period	Notes
Aluminium frames	10 years	Against manufacturing defects subject to maintenance and exclusions.
PVCu frames, where supplied	10 years	Against cracking and discolouration subject to exclusions.
Sealed glass units	5 years	Against unit failure/misting between panes, subject to glass exclusions.
Composite doors, where supplied	5 years	Manufacturer terms may also apply.
Door panels/glazed panels	5 years	Subject to manufacturer terms and exclusions.
Conservatory/roof products, where supplied	5 years	Subject to product-specific terms.
Moving parts, hinges, locks, handles, letter plates and hardware	12 months	Wear, adjustment and misuse excluded.
Trims, silicone, sealants and workmanship	12 months	Subject to maintenance and substrate/site conditions.
Fascias, soffits, guttering and dry verge, where supplied	5 years	Against cracking/discolouration; workmanship 12 months.

3. What Is Covered

Manufacturing defects in qualifying goods supplied by us during the applicable guarantee period.

Failure of sealed glass units during the guarantee period where failure is not caused by damage, misuse, site conditions or third-party work.

Workmanship defects in installation carried out by Bedford Bi-folds during the workmanship guarantee period.

4. What Is Not Covered

- Incorrect installation, adjustment, glazing or fixing by anyone other than Bedford Bi-folds.
- Damage caused during self-installation or installation by a third party.
- Accidental damage, misuse, abuse, forced entry, impact damage, vandalism or attempted repairs by others.
- Failure to follow operating, cleaning, maintenance or drainage instructions.
- Scratches, dents, glass breakage or visible damage not reported within the required inspection period.
- Condensation on room-facing surfaces, mould, damp, humidity or ventilation issues.
- Building movement, structural defects, settlement, subsidence, defective lintels or unsuitable openings.
- Damage caused by surrounding works including plastering, rendering, cladding, flooring, decking, decorating, cleaning chemicals or building materials.
- Normal wear and tear, routine adjustment, lubrication, maintenance or cosmetic ageing.
- Colour, gloss or texture variation caused by batch variation, weathering or exposure.
- Corrosion or staining caused by marine/industrial environments, chemicals, cement, mortar, render, cleaning agents or lack of cleaning.
- Events outside our reasonable control, including fire, flood, storm, extreme weather, theft or third-party damage.

5. Glass and Visual Quality

Glass quality will be assessed using relevant Glass and Glazing Federation visual quality standards unless a different written standard is agreed.

The guarantee does not cover minor visual characteristics, inclusions, distortions, reflections, roller wave, toughening marks, colour variations, nickel sulphide breakage risk or other matters that fall within accepted glass standards.

6. Condensation

Condensation is affected by heating, ventilation, humidity, cooking, drying clothes, occupancy and property design. Bedford Bi-folds does not guarantee that condensation will be eliminated and accepts no liability for condensation unless it is proven to be sealed unit failure covered by this guarantee.

7. Making a Claim

To make a claim, fill out our online request form on our website with your name, address, order reference, proof of purchase, photographs or video of the issue, and a clear description of the problem.

We may ask for further information, inspect the product, or request that defective parts are returned for assessment.

You must allow us reasonable access to inspect and, where accepted, repair or replace the affected item.

8. Our Remedy

If a valid guarantee claim is accepted, we may repair, replace, supply replacement parts, or provide a credit/refund for the affected part at our discretion.

The guarantee does not cover consequential losses, redecoration, third-party labour, access equipment, scaffolding, loss of income, inconvenience, accommodation, or costs incurred without our written approval.

Replacement parts may not be identical if the original product, colour, profile, hardware or component is obsolete. We will use a reasonable equivalent where necessary.

9. Transfer

This guarantee applies to the original customer unless we agree a transfer in writing. Any transfer request must include proof of purchase and property details.

10. Maintenance Conditions

Frames, tracks, drainage slots and hardware must be cleaned and maintained regularly. Tracks must be kept free from debris. Moving parts should be lubricated where recommended. Aggressive chemicals, abrasive pads, pressure washers and unsuitable cleaners must not be used.