

GB DIY Store Product Guarantee Terms and Conditions

SHIELD HARDWARE Patio Security Lock

Product Codes: SH-PDSL

Subject to strict adherence to the terms and conditions set out below, GB DIY Store guarantees this product against mechanical defects for a period of **5 years** from the date of receipt. In the event of a valid claim where all conditions are met and evidence of proper maintenance is provided, GB DIY Store will replace the defective product with an exact or like-for-like replacement.

1. The customer must supply proof of purchase for the product concerned.
2. This guarantee does not cover general wear and tear or accidental damage.
3. This guarantee does not cover damage or mechanical failure resulting from attempted forced entry, burglary, vandalism, or any other external impact or attack.
4. This guarantee does not apply to products which are installed in highly aggressive/corrosive atmospheres.
5. This guarantee shall not apply to any product which has been incorrectly fitted, adjusted or operated, nor to any product which has been subjected to stresses and operating forces beyond the typical levels.
6. The product must be installed into doors that are correctly installed, plumb square and are otherwise in good working condition. Where all other connected hardware is also well maintained and defect free.
7. Products shall not be subject to abuse and **must** be lubricated at least twice a year using a suitable **graphite based lubricant**. The use of oil-based lubricants (e.g., WD-40) will void the guarantee.
8. This guarantee does not cover losses or damages which may have been caused by the defective product.
9. This guarantee applies to the original purchaser only and is not transferable.
10. GB DIY Store reserves the right to request evidence that the product has been installed, operated, and maintained in accordance with these terms and conditions. This may include photographic evidence of the installation and/or a request for the defective item to be returned to GB DIY Store for inspection. Failure to provide satisfactory evidence or return the product upon request may result in the claim being rejected.

