



# origin

DOORS AND WINDOWS

## Costco Terms and Conditions

### Your attention is drawn in particular to the provisions of clause 3.

This warranty ("Warranty") is given by Origin Frames Limited (registered number 4449292) whose registered office is at 1st Floor, Bridge House, 25 Fiddlebridge Lane, Hatfield, Hertfordshire, AL10 OSP ("Origin") in respect of Origin Bi-Fold Doors, Origin Windows, Origin Residential Doors and Origin Inline Sliders ("Products"). This Warranty is given to the owner of the property in which the Products are originally installed ("End User" "You") and is subject to all of the provisions set out herein.

This Warranty is in addition to and does not affect your statutory rights in relation to the Products.

### 1. WHAT THE WARRANTY COVERS

1. Subject to the provisions of this Warranty, Origin warrants for up to 20-years from the date of installation of the Products ("**Standard Warranty Period**") that they will be free from defects in design, material and manufacture.

2. If you give notice in writing (at the address or email address shown in clause 4.1 below) to Origin during the **Standard Warranty Period**:

1. within a reasonable time of discovery that the Products do not comply with the provisions of paragraph 1.1; and
2. Origin has a reasonable opportunity of examining such Products;

then Origin may at its sole discretion and subject to the provisions of this Warranty repair the defective Products at no cost to you, up to a cost equal to the original purchase price paid for the Products. If Origin (in its absolute discretion) decides that the Products cannot be repaired, or it is uneconomical to repair, then Origin will replace the Products with Products of the same or similar make and specification. All replaced or repaired Products shall be warranted for the unexpired portion of the Standard Warranty Period.

1.1.3 The availability and period of the Standard Warranty depends on the relevant part of the Product and whether the Products are installed in a "Hazardous Environment", which is defined as:

1. within 2,000 meters of UK coastline according to an ordnance survey map;
2. in a room with an indoor swimming pool; or

2. The Standard Warranty for Products installed in a Hazardous Environment is also subject to:

1. the Products being cared for, cleaned and maintained as outlined in the maintenance instructions, which is to be passed to the End User or is available on the website.

Doors

Windows

3. The Standard Warranty periods are as follows:

1.		NON-MARINE ENVIRONMENT			MARINE ENVIRONMENT	
Product	Non-Hazardous Environment Standard Warranty - Frame	Non-Hazardous Environment Standard Warranty - Panel	Non-Hazardous Environment Standard Warranty - Hardware	Hazardous Environment Standard Warranty - Frame	Hazardous Environment Standard Warranty - Hardware	
Origin Bi-Fold Door	20 - years	n/a	20 - years	10 - years	5 - years (on condition that the hardware has been coated in the Marine Finish)	
Origin Residential Door	20 - years	20 - years	20 - years	10 - years for frame, 10 - years for panel	1 - year	
Origin Inline Slider	20 - years (which includes the frames, gaskets, seals, levers and locks, while the glass serves a 10-year guarantee)	n/a	20 - years	10 - years for frame, 5 - years for the running gear	5 - years (on condition that the hardware has been coated in the Marine Finish)	
Origin Window (OW-80)	20 - years	n/a	20 - years	10 - years	5 - years (on condition that the hardware has been coated in the Marine Finish)	
Origin Window (OW-70)	20 - years	n/a	20 - years	10 - years	5 - years (on condition that the hardware has been coated in the Marine Finish)	
Online Front Door Orders	10 - years	10 - years	10 - years	10 - years for frame, 10 - years for panel	1 - year	
Online Door Orders (OB-72)	10 - years	n/a	10 - years	10 - years	5 - years (on condition that the hardware has been coated in the Marine Finish)	
					<b>As long as marine grade is specified as point of order to ensure the correct components are used.</b>	

## 1. GENERAL CONDITIONS

1. This Warranty is given by Origin subject to the following conditions:

- Origin **shall be under no liability** under this Warranty if the Products are not clearly marked as Origin Products and do not carry a unique Origin serial number.
- This Warranty is non-transferable to subsequent owners of the property to which the Products were originally installed ("the Property"). This Warranty is void if an Origin product has been removed from the original property. This Warranty will not be transferrable in any other circumstances. For the avoidance of doubt, this Warranty does not apply to Products which are purchased second hand or through private sales separate from the Property, e.g. eBay.



3. This Warranty will not apply if Origin is not provided with reasonable access to the Property and given a reasonable period of time to carry out any repairs or supply any replacements.
4. This Warranty does not apply to parts or components added to the Products outside of the manufacturing process by any third party or by the End User.
5. Origin will not be responsible or liable for any form of decoration or making good associated with the repairing or replacing of the Products, except where damage or the need for decoration or making good is caused by Origin's negligence during the course of such repair or replacement.
6. This Warranty does not apply to the installation of the Products.

## 2. WARRANTY EXCLUSIONS AND LIMITATION

1. In no circumstances shall Origin be liable under this Warranty for any defect in Products:
  1. if the defect in the Products arises because you (or any person acting on your behalf) failed to follow Origin's or an Origin Supplier's oral or written instructions as to the storage, installation, use and maintenance of the Products, including the operational guide supplied with Products setting out how they should be installed and maintained ("**Operational Guide**") and including any specific guidance given in relation to the maintenance of Products installed in a Hazardous Environment. This is available on Origin's website ([origin-global.com/operating-instructions/](http://origin-global.com/operating-instructions/)). For the purposes of this Warranty, you are deemed to have received this operational guide and guidance for maintenance of Products installed in a Hazardous Environment from the Origin Supplier and Origin is under no obligation to supply this to you;
  2. if you (or any person on your behalf) alter or repair the Products without the written consent of Origin or you (or any person on your behalf) use the Products for a commercial purpose or any other purpose other than for which the Products were designed;
  3. if the defect arises as a result of willful, malicious or accidental damage, improper use, negligence (other than Origin's negligence), or abnormal storage or working conditions;
  4. whilst payment of the price of the Products (including any interest owing) to Origin remains outstanding;
  5. if the Products have not been fitted or installed correctly or have not been fitted or installed by an Origin Supplier, by Origin or by an installer who has received delegated approval status from Origin;
  6. if Origin was not notified at the time of purchase that the Products were going to be installed in a Hazardous Environment; or
  7. if the defect arises because of fire, explosion, flood, lightning, extreme, abnormal or adverse weather conditions, acts of God, terrorism, vandalism, criminal acts or any other external influences or for any reason outside of Origin's reasonable control.
2. All rights and benefits under this Warranty will be forfeited by you if a fraudulent declaration or claim is made.
3. If any claim by you is determined by Origin to be invalid (due to any of the circumstances set out in paragraph 3.1 or otherwise by Origin (acting reasonably), Origin may charge you for any costs and expenses incurred in investigating the claim and charge for any repairs or replacements made.
4. Subject to Section 1, except as expressly set out in this Warranty, Origin shall not be responsible or liable to you for losses that you suffer arising out of or in connection with this Warranty. Without prejudice, to the generality of the foregoing (subject to Section 1), Origin shall not be responsible for:
  1. loss of income or revenue;
  2. loss of profit;
  3. loss of business loss of anticipated savings;
  4. loss of data;
  5. any waste of time; or
  6. any losses whatsoever caused by or arising from any breach of any terms of an agreement (whether stand





alone or part of any larger agreement) for sale of the Products between you and the supplier of the Products.

**5.** Nothing in this Warranty excludes or limits in any way Origin's liability for:

1. death or personal injury caused by Origin's negligence;
2. fraud or fraudulent misrepresentation;
3. any breach of the obligations implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982;
4. defective products under the Consumer Protection Act 1987; or
5. any other matter for which it would be illegal or unlawful for Origin to exclude or attempt to exclude its liability.

**3. CLAIMS PROCEDURE**

**1.** To make a claim under this Warranty, you must provide a description and photographs of the product by sending to the Solutions Team by one of the following methods:

1. Post: Origin Frames Limited, Solutions Department, Sands 10 Industrial Estate, Hillbottom Road, High Wycombe, Buckinghamshire, HP12 4HS
2. Email: [solutions@origin-global.com](mailto:solutions@origin-global.com)

**2.** The information required in the Warranty Claim Form must include (but shall not be limited to):

1. your contact details;
2. the unique serial number for your Product; and
3. full details of the alleged defect in your Product.

**3.** If all information required by the Warranty Claim Form is not provided in full, Origin will not be able to begin the claim process which could delay your claim and/or result in it being rejected.

**4.** You will be contacted within 48 hours of conclusion of Origin's assessment of your claim with Origin's conclusions, proposed next steps (if any) and/or requirements for provision of further information.

**4. GOVERNING LAW AND JURISDICTION**

You agree that this Warranty, and any dispute or claim arising out of or in connection with it (including non-contractual disputes and claims) or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales and you submit to the exclusive jurisdiction of the English Courts in relation to such disputes or claims.

**CANCELLATIONS**

- Before the survey – Cancellation must be submitted to Origin by writing to [costcoorders@origin-global.com](mailto:costcoorders@origin-global.com). No charges will be applied.
- After the survey – Cancellation must be submitted in writing to [costcoorders@origin-global.com](mailto:costcoorders@origin-global.com). A cancellation fee of 10% of the order will apply and be due. This is to cover the costs of the survey only.
- 48hrs after the survey, cancellation is not possible at this stage and the full amount will be due.

**RETURNS**

No Returns.



Origin Global HQ, Stuart House, Castle Estate, Coronation Road, Cressex Business Park, High Wycombe, Buckinghamshire, HP12 3TA

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