

**REDtip**  
solar mounting systems

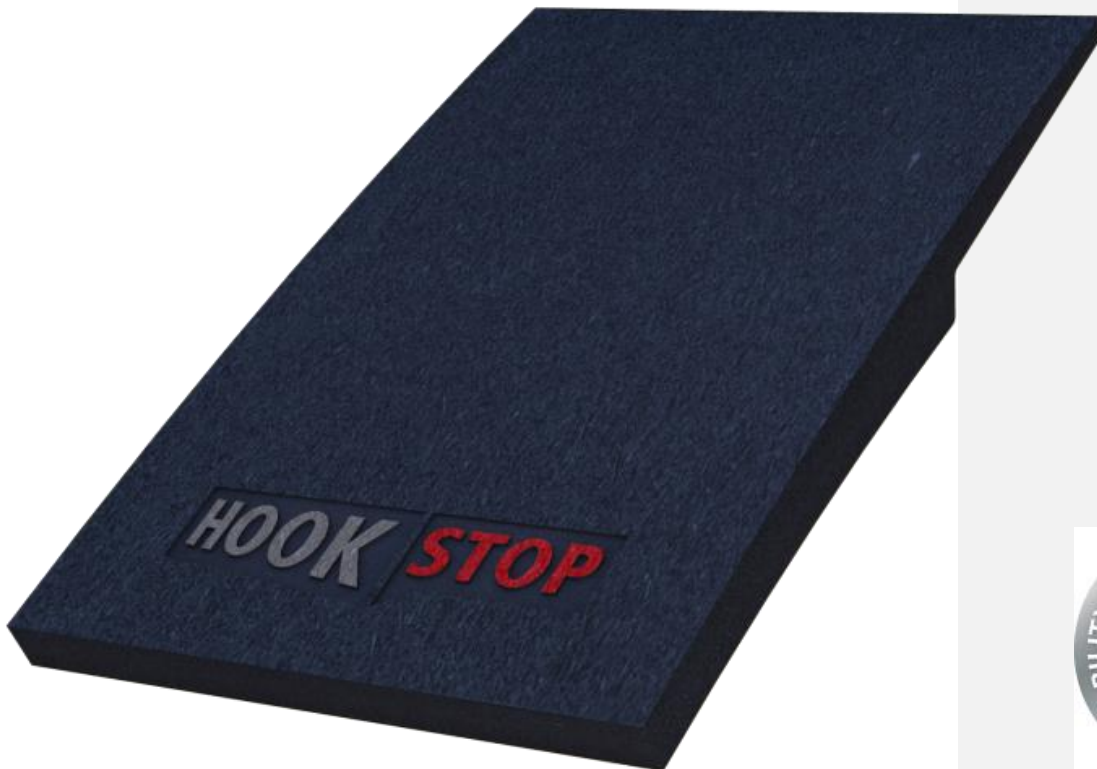
Designed  
for UK  
roofs



Prevents Tile Breakages

**HOOK STOP**

# REDtip™ Guarantee Terms



10 year durability guarantee on Hookstop products supplied

## 1. Basic Guarantee

REDtip guarantees its Polymers, that under normal application, installation and operation conditions they are free from material and manufacturing failures for a period of ten (10) years. In the case that the quality of a component does not meet the stated guarantee conditions REDtip will within the period of ten (10) years from date of sale by the seller or stockist.

REDtip will deliver a replacement as the only and exclusive option. This guarantee provides for and is confined to the specified duration of ten (10) years.

Costs for the dismantling of a defective component, return transport to REDtip or the authorised Seller as well as reassembly are excluded from this guarantee. Statutory warranty rights of the buyer remain unaffected.

## 2. Exclusion from guarantee benefits

The existing guarantee does not apply in the event of REDtip, after their own tests, establishing that Hookstop was incorrectly operated or negligently used, involved in an accident or damaged as a result of improper use, modification, incorrect installation or application, or as a result of carelessness in storage, transport or handling, or where repairs to the component were undertaken in any way or manner by persons other than REDtip or specifically authorised third parties of REDtip.

### **This guarantee will not be applicable to defects of components.**

- due to forces of nature, force majeure and other unforeseeable circumstances outside the control of REDtip, as well as, for example, earthquakes, typhoons, whirlwinds, volcanic eruptions, floods, lightning strikes, snow damage, nuclear events etc
- due to improper maintenance and inappropriate tests, flying objects or external loads
- with loads that are higher than the named design load in MCS 012

## 3. Limits of the Guarantee

The present guarantee replaces any previously given guarantees. REDtip are not liable for additional, secondary or other, however caused, damage.

## 4. Claims on the Guarantee

In the case that you have a justified guarantee claim, please promptly notify the authorised seller or REDtip. You will then be given information on how you can enter a claim.

In addition our general terms and conditions as well as UK law apply.

No claims can be made by the customer if the damage is covered or usually can be covered by an insurance against storm and similar events (natural peril insurance).