

**BUILDING ADHESIVES LIMITED 25 YEAR GUARANTEE  
TERMS AND CONDITIONS FOR BAL BRANDED PRODUCTS**



Purchase of BAL branded products from Building Adhesives Ltd is subject to the Building Adhesives Ltd General Terms and Conditions of Sale which can be found online at [Building Adhesives \(building-adhesives.com\)](http://Building Adhesives (building-adhesives.com)) These Warranty Terms and Conditions are incorporated by reference into the General terms and Conditions of Sale. If you purchased BAL branded products from an authorised stockist, this warranty is separate from any warranty or guarantee offered by the Building Adhesives Ltd stockist you purchased from.

The conditions below outline the terms on which Building Adhesives Ltd (“we” or “us”), provides the 25 year guarantee for products the Customer (“you”) has purchased from Building Adhesives Ltd or a Building Adhesives Ltd authorised stockist (for a list of authorised stockists please see the Building Adhesives Ltd website [Building Adhesives \(building-adhesives.com\)](http://Building Adhesives (building-adhesives.com)))

This warranty applies to all BAL branded products provided that in aggregate, the value of BAL branded products you purchased in a single transaction was £5,000 or less (the “Products”). Building Adhesives Ltd may request a copy of your invoice (or other receipt of purchase) if you purchased BAL branded products from a Building Adhesives Ltd stockist rather than from Building Adhesives Ltd directly.

***Products purchased whose value in aggregate exceeds £5,000 in one transaction do not qualify for warranty protection under these Warranty Terms and Conditions.***

**This warranty does not apply to any BAL branded products used in any external locations including those which are subject to the effects of weather including, but not limited to, balconies, patios or facades. For warranties for products for these applications contact Customer Services.**

***The Warranty***

In consideration for your purchase of a Product, we warrant to you, subject to the conditions contained herein, that for a period of 25 years from the date of delivery of the relevant Products to you (the “Warranty Period”), the Products will perform in accordance with the specification set out in the relevant Product data sheet, when used in accordance with the terms and conditions of this warranty, the relevant Product data sheet and any instructions and/or guidance issued by us from time to time. The relevant Product data sheet is the data sheet for the Product which is published at the date of purchase of the relevant Product concerned.

The relevant Product data sheet can be accessed via our website at [Building Adhesives \(building-adhesives.com\)](http://Building Adhesives (building-adhesives.com)) or by contacting us at the address below:

Building Adhesives Ltd  
Longton Road  
Trentham  
Stoke on Trent  
ST4 8JB

In the event of a proven failure of a Product to perform in accordance with the specification set out in the relevant Product data sheet we will, at our cost, and at our option, either replace the defective Product, or part thereof, or refund you the price of the defective Product (pro rata depending on how much of the product is defective). In addition, we will reimburse you for all direct, necessary and reasonable labour costs incurred by you in removing the defective Product (or part thereof) and relaying a replacement Product, up to a maximum value of 5 times the value of the part of the Product which is defective. Subject to clause 15 below, this is your sole and exclusive remedy for defective Products. This does not extend to the cost of removing or replacing Product from other areas which is not proven to be defective.

**OUR LIABILITY UNDER THIS WARRANTY IS SUBJECT ALWAYS TO THE FOLLOWING CONDITIONS:**

***Storage, Use and Aftercare of the Products***

1. The Products must:
  - 1.1 be used strictly in accordance with the relevant Product data sheet and any instructions issued by us from time to time related to the use and application of the Product;
  - 1.2 be stored according to the instructions on the relevant Product data sheet and used within the stated shelf life (found on the Product packaging); and,
  - 1.3 be used only in accordance with good construction and engineering industry practice and European or British Standard Codes of Practice;
  - 1.4 not be subjected to conditions that they are not designed for, such as excess loading, or moisture (such as if the products are not designed for use in damp or wet conditions);
  - 1.5 must be properly maintained (including in accordance with any instructions or recommendations issued by us),
  - 1.6 must not be subjected to any use which is not contemplated by the relevant Product data sheet; and
  - 1.7 only be exposed to fair wear and tear.
2. It is your responsibility to ensure that any sub-floor/substrate on which the Products will be used is:
  - 2.1 adequately prepared in accordance with standard practice in the building adhesives industry; and,
  - 2.2 adequately sound and of sufficiently substantial nature to support the Products for your intended application in their used state.

***Making a claim***

3. In the event you need to make a warranty claim you should write to us at the address stated below with full details of the claim.

4. Within 30 days from the date we receive a claim, we may, at our discretion, undertake an inspection of the relevant Products and/or premises where the products were used and/or alleged damage to determine if a claim is valid. We reserve the right not to make a decision on any claim until we have carried out an inspection of the relevant Products, premises or alleged damage.
5. No claim shall be investigated until we have been paid in full for the Products.
6. If a claim is valid then, subject to clause 15 below, Building Adhesives Ltd's sole and exclusive responsibility and your exclusive remedy for breach of this warranty is as set out above in the section "*The Warranty*".
7. You will be responsible for providing access to the Products, including removing any materials or equipment that cover or otherwise prevent access to the Products, and for clearing the area surrounding the relevant location where the Products have been used in order that inspection and/or repair work can be undertaken.
8. You must not undertake, or allow any other person to undertake any remedial action in relation to the defective Products or any damage caused by the defective Products until Building Adhesives Ltd has let you know whether or not your claim is valid.
9. If you purchased further Products which are not defective as part of the same order as the defective Product(s), or only part of the Product you purchased is defective, your claim will be assessed on a pro rata basis.

#### ***Warranty Limitations and exclusions***

10. This warranty is subject to you giving written notice of the defect to us within 30 days of when you discover or ought to have discovered the defect. You cannot make a warranty claim under this warranty outside that 30 day period.
11. You cannot claim under this warranty for damage to, or deterioration of, or any defect in, the Products which is caused by the following:
  - 11.1 your acts or omissions;
  - 11.2 secondary efflorescence;
  - 11.3 any works carried out by a third party to any part of a building project where the Products have been used, including replacing or repairing floor coverings, partition walls, etc;
  - 11.4 by chemicals not reasonably expected to come into contact with the Products when they are used for their intended purpose and in accordance with the terms of this Warranty, the relevant Product Data Sheet and any instructions given by Building Adhesives Ltd from time to time;
  - 11.5 by reason of any other product used by you in conjunction with our Products which is not compatible with our Products;

- 11.6 modification of the Products, including as caused by leaching or movement of constituents of other materials in a building project such as solvent based systems which the Products are not designed to withstand;
  - 11.7 inappropriate cleaning regime or cleaning materials;
  - 11.8 differential movement of parts of a building project, such as wood based sheets and boards, concrete, render, screeds, floor coverings, howsoever caused including, but not limited to, thermal or moisture movement;
  - 11.9 natural or man-made disasters, including but not limited to storms, gales, hail, flood, lightning, strong wind conditions, earthquakes or movement, fire;
  - 11.10 vandalism or malicious interference;
  - 11.11 structural failure including but not limited to, settling or shifting of any building/s or part thereof in relation to which the Products are used, movement, cracking or deflection of structures, or foundations or any component supporting or affecting the Products.
12. No remedial work must be attempted without our prior written agreement. Any remedial work undertaken will invalidate this warranty.
13. If you make further use of the defective Products after notifying us of a warranty claim/potential defect in respect of that Product, you will not be able to claim under this warranty.
14. Except as provided in these warranty terms and conditions, all other warranties, conditions and other terms implied by statute or common law are excluded to the fullest extent permitted by law. Building Adhesives Ltd shall not, whether under this Warranty or otherwise, be liable in contract, in tort or otherwise for:
- 14.1 the improper use of the Products, or the standard of installation/application (and Building Adhesives Ltd does not, in any way guarantee any such use)
  - 14.2 any loss of profits, business, revenue, goodwill or anticipated savings or for any indirect or consequential loss or any pure economic loss whatsoever and howsoever arising out of or in connection with the Products whether before or after use;
  - 14.3 any amount in excess of the cost of replacing the defective Products and reimbursing the direct, necessary and reasonable costs as set out in "*The Warranty*" section above.
15. Nothing in this Warranty shall limit or exclude the liability of BAL for death or personal injury caused by Building Adhesives Ltd.'s negligence, for fraud or fraudulent misrepresentation, or wilful misconduct, or for any other liability which it would be unlawful to exclude or restrict liability.

16. This Warranty is personal to the customer who purchased the relevant Products and may not be assigned to anyone else without our written consent.
17. This Warranty is not intended to confer a benefit on any other party, whether pursuant to the Contracts (Rights of Third Parties) Act 1999 or otherwise.
18. The laws of England and Wales apply to this Warranty, and the courts of England will have exclusive jurisdiction.
19. No claim under or in connection with this Warranty shall be permitted after the expiry of the Warranty Period.
20. This Warranty is only effective if attached to a valid purchase order which also contains a copy of the General Terms and Conditions of Sale, and which has been properly executed by an authorised signatory of the Customer.
21. To the extent that any provisions of this Warranty conflict with the provisions of the General Terms and Conditions of Sale, the provisions of this Warranty will take precedence.
22. If you are a consumer, you may have additional rights to those contained herein. Nothing contained within this Warranty affects any statutory rights of a consumer granted by virtue of the Consumer Rights Act, and any other applicable consumer protection legislation in the United Kingdom.
23. The postal address to direct warranty claims to is:

The Company Secretary  
Building Adhesives Ltd  
Longton Road  
Trentham  
Stoke on Trent  
ST4 8JB