Warranty and statutory rights

Express Skylights | Version 2026-11-27-v1 | Effective 27 November 2026

Titan EDGE and Titan S1 only

Express Skylights offers a warranty for Titan EDGE skylights and Titan S1 roof lanterns: 10 years for materials, 5 years for sealed units and 25 years for powder coating.

These are Express Skylights offered warranties, not independently verified Titan manufacturer warranties. Any separate manufacturer guarantee is distinct from our offer; no supplier backing is asserted here. Contact Express Skylights for the written guarantee supplied with your order. These durations do not apply to bifold doors or other specialist ranges. Your statutory rights are unaffected.

Bi-fold doors

Express Skylights offers a bi-fold warranty of 1 year. The skylight 10/5/25-year durations do not apply to bi-fold doors. This is our own commercial offer, not a statement of manufacturer backing. Contact Express Skylights to make a claim or request the applicable written guarantee terms.

Making a claim

Contact sales@expressskylights.co.uk with the order reference and a description of the issue. Photos can help but are not a blanket condition of your statutory remedy. We assess commercial claims under the written guarantee supplied for your order. Contact us for a copy and for details of coverage, commencement, transferability and any labour or carriage arrangements. We do not assert additional exclusions or manufacturer backing here. Statutory faulty-goods remedies, including applicable necessary costs, are unaffected.

Commercial warranties add to statutory rights, do not replace them and do not limit the time during which a statutory claim may be available. Faulty-goods remedies apply even where a commercial guarantee has expired, subject to applicable law and evidence.

Faulty, damaged or misdescribed goods

Goods must be of satisfactory quality, fit for any particular purpose made known to us where the law applies, and as described. Consumer Rights Act 2015 remedies apply to standard and genuinely made-to-specification goods alike.

You normally have a 30-day short-term right to reject non-conforming goods, starting the day after delivery and any other statutory conditions are met. Agreed repair or replacement can pause this period. After that, you may require repair or replacement unless impossible or disproportionate; we bear necessary costs and must act within a reasonable time without significant inconvenience. If the statutory conditions are met, you may obtain a price reduction or exercise the final right to reject, including after one failed repair/replacement or unreasonable delay.

For the repair/replacement and further-remedy rules, a fault appearing within the first six months is generally presumed to have existed at delivery unless that is inconsistent with the goods or fault. This does not extend the 30-day short-term rejection period. A refund following statutory rejection is due without undue delay and within 14 days after we agree you are entitled to it, by the original payment method unless you expressly agree otherwise, with no refund fee. Any lawful use deduction under the final-rejection rules is assessed individually; no use deduction normally applies within the first six months for these products.

Please report transit damage promptly and provide photos and the order reference if available; prompt reporting helps us investigate but is not a forfeiture deadline. Missing photos, an unmarked delivery note or later discovery does not by itself remove statutory rights. Avoid installing goods you reasonably believe are unsafe or damaged. We bear reasonable return/collection costs for a valid statutory faulty-goods remedy. Supplier transit-damage

responsibility does not remove our responsibility to you.