

Product Replacement Guarantee

This product replacement guarantee applies to all wire fencing and barbed wire products manufactured by ArcelorMittal Sheffield Ltd and which are stated to be subject to the 2LIFE® guarantee or sold under the Dragon brand.

This guarantee applies whether you are a business or a consumer (i.e. an individual acting wholly or mainly outside your trade, business, craft or profession). However, where stated some provisions relate to consumers only.

Scope of this guarantee

If any steel in your product rusts or corrodes, subject to the terms of this guarantee we will provide a section or sections of fencing and/or barbed wire of a suitable length to replace the part of your product subject to this rust or corrosion. You will be responsible for the installation of the replacement product and any other associated costs you incur.

This guarantee does not relate to any fencing posts or fixings used to attach or install your products.

Your rights under this guarantee are limited to our providing a replacement product provided a valid claim is made in accordance with the terms of this guarantee. This guarantee does not give rise to any other liability for losses or costs caused by the rust or corrosion, but nor does it limit or exclude any such liability which otherwise exists.

Duration

This guarantee remains in force for a period of:

- › 20 years from the date you purchased the products from us or a retailer in the case of 2LIFE® products; or
- › 30 years from the date you purchased the products from us or a retailer in the case of Dragon products.

Any replacement product provided by us under this guarantee shall be subject to this guarantee for the remainder of the duration of the original guarantee to which the replaced product was subject.

Territorial application

This guarantee applies only in respect of products purchased and installed in the United Kingdom or Eire.

Registration

You must [register your guarantee online](#) within 6 months of purchase and follow the instructions there. This will involve providing proof of purchase and when the purchase was made and some personal details such as name and address in accordance with our privacy policy. Full details are available on our [Privacy Policy](#).

Limitations

This guarantee will not apply:

- › if you have not registered this guarantee within 6 months of purchase;
- › if the products have been installed other than in accordance with accepted good industry practice or installation requirements or guidance included with the products;
- › if the rust or corrosion is caused by or results from:
 - any dent, cut, scratch or other damage arising during transit, storage or installation of the products by or on behalf of you;
 - any unusual physical impact during use such as vandalism or being struck by a vehicle;
 - the products coming into contact with corrosive fertilisers, pesticides, herbicides, wood preservatives, or similar corrosive substances;
 - the products coming into contact with other metals such as stainless steel or copper; or
 - the products being situated in ground which is frequently waterlogged or contaminated with corrosive chemicals;
 - the products coming into contact with sodium chloride (road salt) and associated spray and splash from this compound, and any other road/vehicle related corrosive substances such as petrol/diesel;
- › to products which have been installed within 1,000 metres of the sea (as they will be subject to harmful saltwater spray); or
- › in respect of rust or corrosion on the ends of wire where you have cut sections of wire.

Product Replacement Guarantee

Process

Should you wish to make a claim under this guarantee, please email fencingsales@arcelormittal.com

You will be required to provide details of your registration of this guarantee. Once we have received the required details, you must allow us or our representatives access to inspect the relevant products at a mutually convenient time, which we will arrange with you.

Following this inspection, or if we decide that we do not need to make an inspection, provided your claim is in accordance with the terms of this guarantee we will supply replacement product(s) within 30 days.

Your statutory rights as a consumer

You have statutory rights relating to faulty or misdescribed goods or services, and if you are a consumer this guarantee is in addition to, and does not act as a substitute for or in any way reduce, those statutory rights. Those statutory rights will apply if this guarantee is not registered within 6 months of purchase. For further information about your statutory rights please contact the Citizen's Advice Bureau or your local Trading Standards office.

Transferring this guarantee

If you are a consumer you may transfer this guarantee to the purchaser of the land on which the products have been installed. We may require the person to whom the guarantee is transferred to provide reasonable evidence that they are now the owner of the relevant property, such as documentation relating to the purchase of it.

If you are a business, or if you are a consumer other than as set out in the preceding paragraph, you may not transfer or assign your rights under this guarantee.

Privacy policy

The collection of personal data in connection with this guarantee is subject to our [Privacy Policy](#).

Who we are

This guarantee is given by the product manufacturer:

ArcelorMittal Sheffield Limited

Vulcan Works
Birley Vale Close
Sheffield
S12 2DB

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Fax: 0114 264 2514

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Company number: 2314470