

Welcome to our family owned business in rural County Durham. We proudly combine the latest manufacturing technologies with traditional hand skills to produce our unique range of forged steel hardware.

We have worked alongside experts from the Joinery Industry to launch this, our latest range of products, all designed specifically to suit today's window and door manufacturers requirements.

As you read the brochure it will be clear the Stonebridge range is unique among other forged steel products, being truly engineered, providing consistent dimensions and centres, perfect for new build or refurbished home projects.

We believe attention to detail is critical and windows and doors are the focal point of any home, creating a product that is not only aesthetically pleasing through strong design but will perform and function in even the harshest conditions.

We hope you enjoy viewing our new range and look forward to working with you soon.









When we say Stonebridge is 'engineered', we really mean it!

All our products are assembled and checked for fit and function before packing, we use a high grade spring in our levers which is made especially for us to produce a long lasting smooth action.

Our window hardware contains stainless steel rivets which are cnc machined for the perfect tolerance. Washers are put into our fasteners to provide a superior action and longevity.

Unlike other manufacturers, all our designs are hot forged into metal tooling, this means that everything is extremely strong unlike cast versions.

Metal tooling also provides very accurate parts which means dimensions remain very accurate and consistent making Stonebridge an ideal product to be fitted in the workshop prior to delivery to site.





Armor-Coat® achieved BS EN 1670:2007 Grade 5 under laboratory testing. The highest Anti-corrosion level for steel based hardware in the industry.





Neutral salt spray test undertaken in controlled laboratory conditions. Stonebridge achieved 'exceptionally high corrosion resistance' the maximum rating possible.



5 Year Guarantee - see T's & C's for full conditions.



Stonebridge forged steel has been successfully tested on Accoya® in association with Accsys Group. We recommend you follow the preparation guidelines as directed by the Accoya® website.



Armor-Coat® Flat Black and Satin Steel both carry the highest level of UV protection. This protects from fading in sunlight and ensures its 30% sheen is long lasting.



Perfectly Matching. Our process ensures every product has a consistent colour finish.



Independently tested to Part Q PAS24:2012 in partnership with 'The Joinery Network'.



Stonebridge is made from quality forged steel and is unbreakable in normal use.





Stonebridge Ironmongery can boast a number of reasons why Joinery manufacturers are using our new Armor-Coat® finishes, none more so than the compatibility with Accoya®

Many of our customers use Accoya®so it was a natural progression to develop a range of hardware they could use with the confidence of knowing extensive testing was carried out to achieve the performance their customers require.

During the extensive testing our Grade 5 (480hr) finish proved to be the perfect partner for this material.

Armor-Coat® has been specifically engineered with Stainless Steel parts and fixings making it ideal for all Accoya® windows and doors.



Mike Lewis of Accsys Technologies manufacturer of Accoya® & tricoya wood commented;

"that this high quality, all weather range by Stonebridge Ironmongery is completely suited and works with Accoya®"

"The testing undertaken has demonstrated that their range can give you confidence that not only the Accoya®but also the Ironmongery is a truly durable choice for today's home"



OUR FINISHES

All our products are finished using our unique ARMOR-COAT® process specifically developed to provide corrosion protection in the harshest environments achieving BS EN 1670:2007 Grade 5 in independent testing.

Tested and proven suitable for use with Accoya® and other acidic woods and UV resistant Stonebridge Hardware is a durable choice for todays home.







Satin Steel

Our Satin Steel finish goes through a number of processes culminating in the genuine appearance of heritage steel, bringing a contemporary feel to a traditional product, looks great on painted joinery.



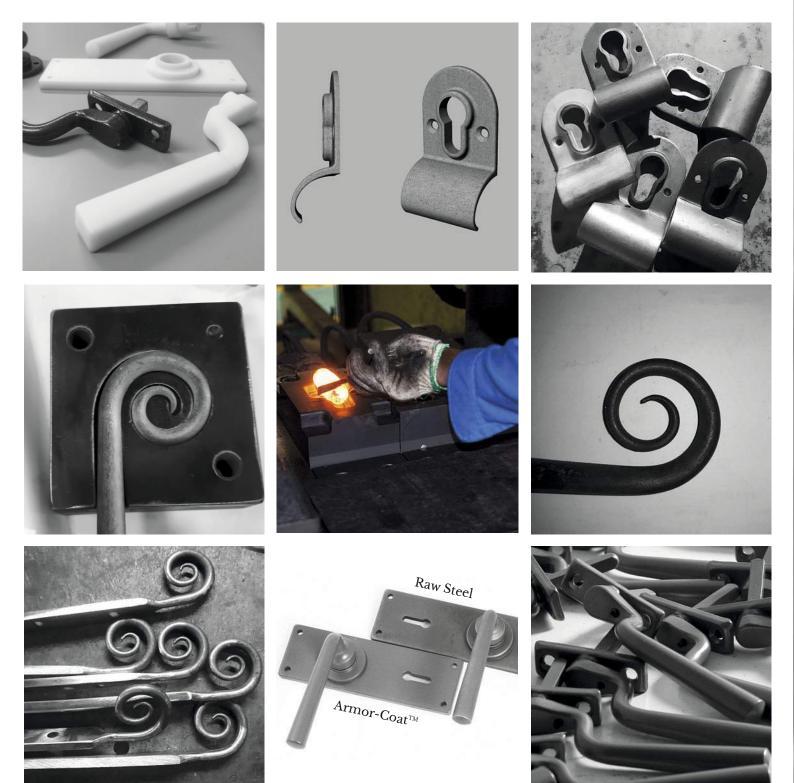
Flat Black

A black finish with a 30% sheen making it a perfect alternative to a traditional painted option. Our Unique UV protection means the colour will last longer throughout the seasonal changes.









Each design starts as a sketch before being 3D modelled using the latest CAD software from which we make our hard tooling.

A metal tool is created which molten ingots are placed into, before being forged under tons of pressure to make each part of the design.

These parts are then skilfully assembled using manual and machine operations, its this process that highlights the true craftsmanship of Stonebridge Ironmongery.

In a world where skills are diminishing our factory is proud to be investing in apprentices to carry on the skills we have developed over the past 37 years.

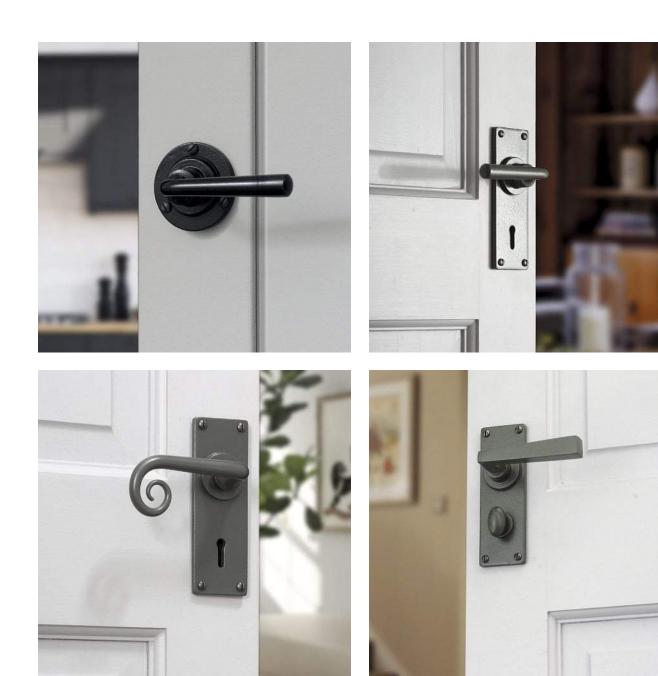
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LEVER HANDLES

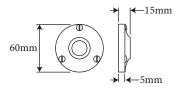






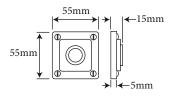
(sprung)



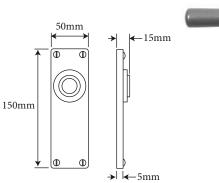


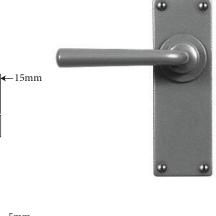
Square Rose \$\$601 (sprung)





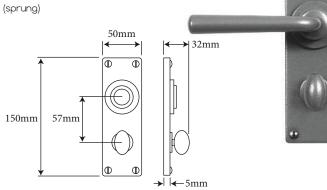
Latch/Passage \$\$602 (sprung)

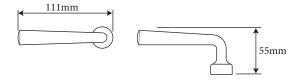


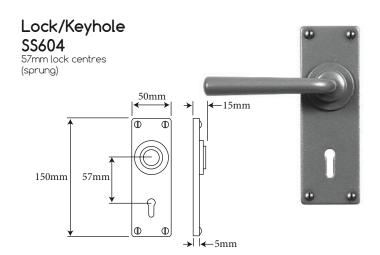


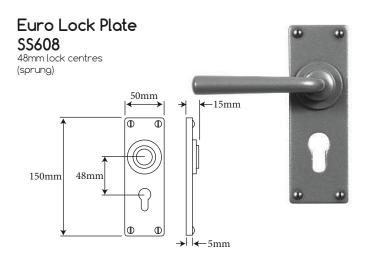
Bathroom

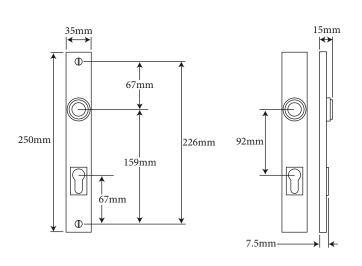
\$\$603 57mm lock centres















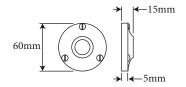




Round Rose FB001

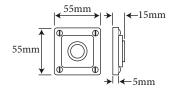
(sprung)





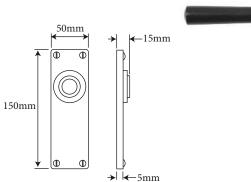
Square Rose FB002 (sprung)





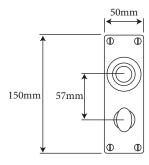
Latch/Passage FB003

(sprung)

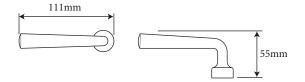


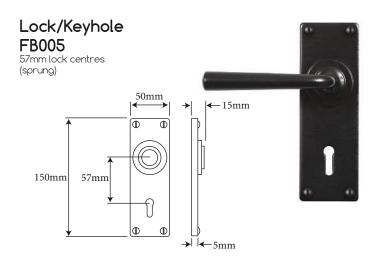


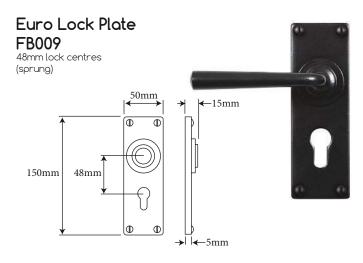
Bathroom FB004

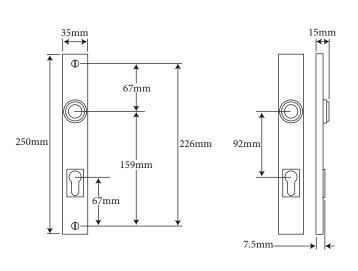
















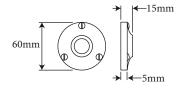




Round Rose SS1055

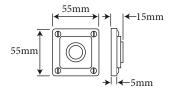
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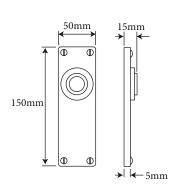
Square Rose **SS1056** (sprung)





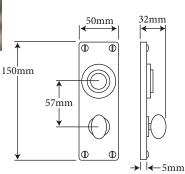
Latch/Passage SS1057

(sprung)

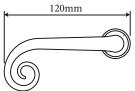


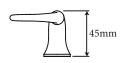


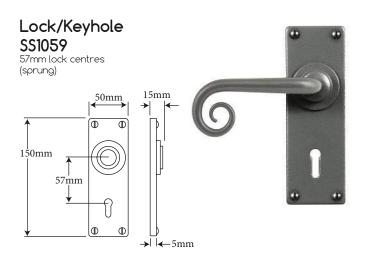
Bathroom SS1058



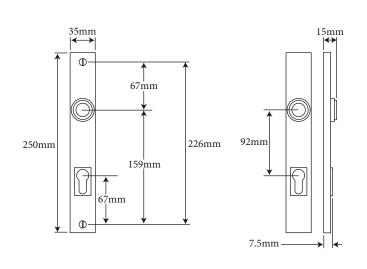
















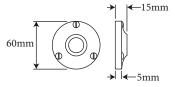






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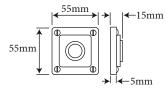




Square Rose FB1069

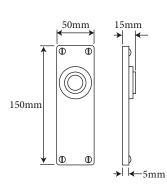
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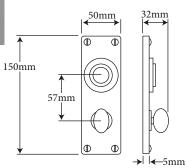
Latch/Passage FB1070

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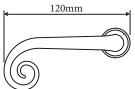


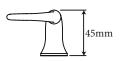


Bathroom FB1071



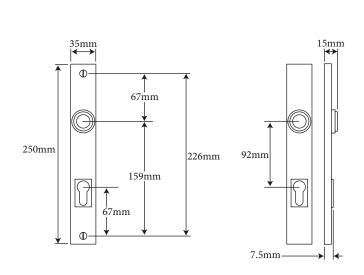
















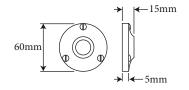




Round Rose **SS609**

(sprung)

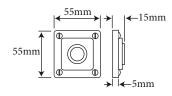




Square Rose **SS610**

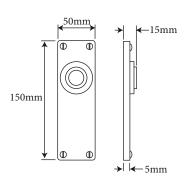
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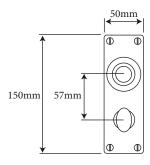
Latch/Passage SS611

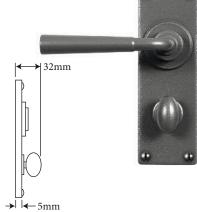
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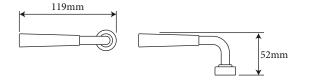


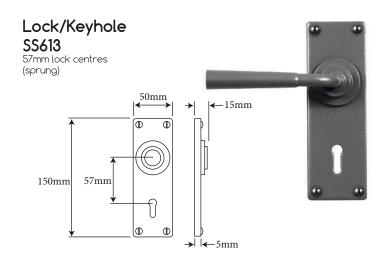


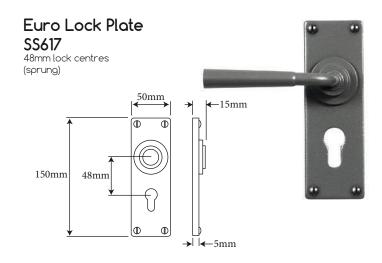
Bathroom **SS612**

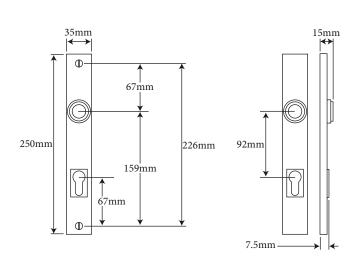
















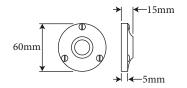




Round Rose FB1110

(sprung)

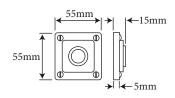




Square Rose FB1111

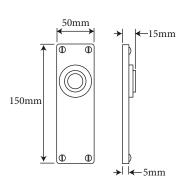
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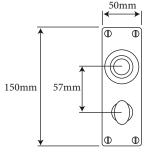
Latch/Passage FB1112

(sprung)

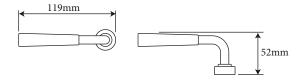


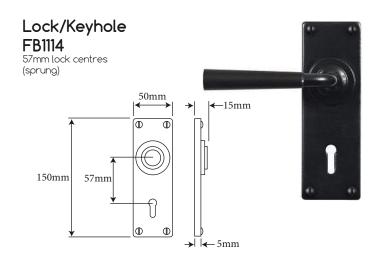


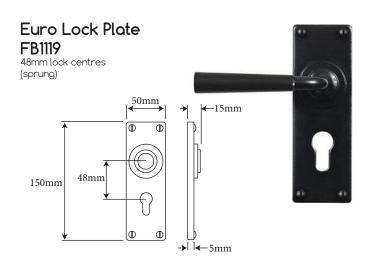
Bathroom FB1113 57mm lock centres (sprung)

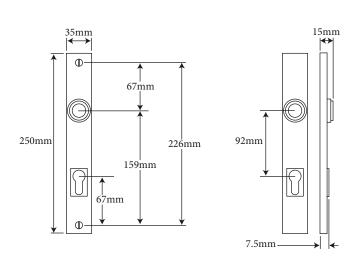
















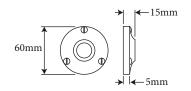




Round Rose SS627

(sprung)

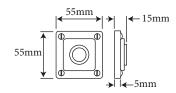




Square Rose SS628

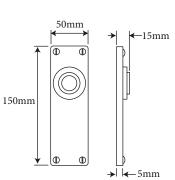
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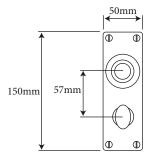
Latch/Passage SS629

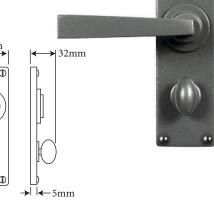
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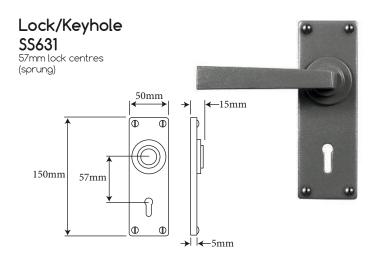


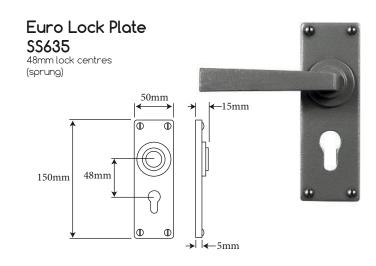


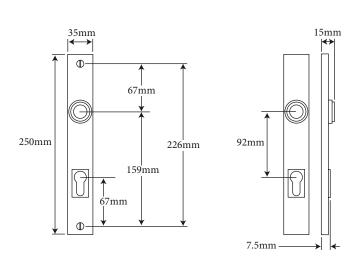
Bathroom SS630















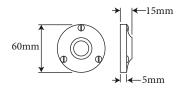




Round Rose FB1120

(sprung)

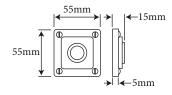




Square Rose FB1121

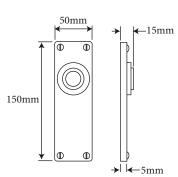
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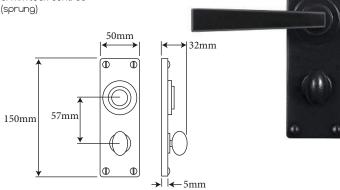
Latch/Passage FB1122

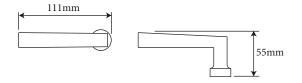
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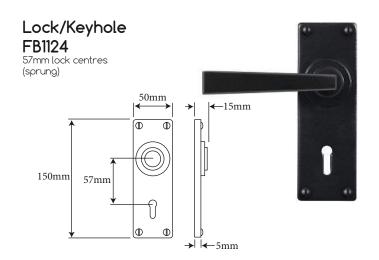


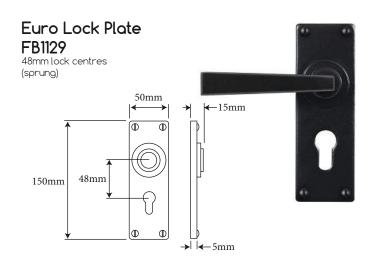


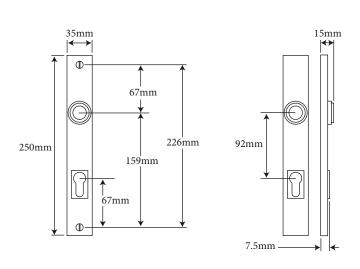
Bathroom FB1123

















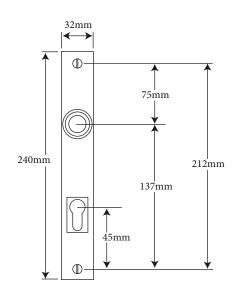


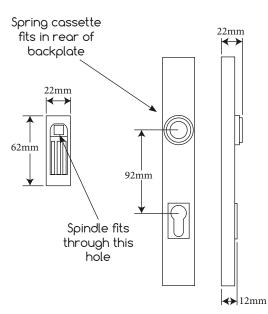
















THUMBTURNS

Turn & Release Set Satin Steel SS700 Round Rose



Turn & Release Set Flat Black

FB100

Round Rose

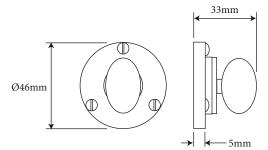


Thumbturn Satin Steel SS740



Thumbturn Flat Black FB102

Round Rose



Turn & Release Set Satin Steel SS701

Square Rose



Turn & Release Set Flat Black

FB101

Square Rose



Thumbturn Satin Steel

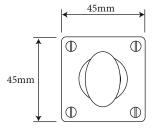
SS741



Thumbturn Flat Black FB103

Square Rose











Satin Steel

SS732 Overall Length: 305mm Hinge Arm: 255mm Fixing Plate: 25 x 115mm

Satin Steel

\$\$731 Overall Length: 152mm Hinge Arm: 113mm Fixing Plate: 15 x 105mm



Satin Steel

SS1203 Overall Length: 381mm Hinge Arm: 330mm Fixing Plate: 25 x 125mm

Satin Steel

SS734 Overall Length: 457mm Hinge Arm: 425mm Fixing Plate: 25 x 125mm



Flat Black FB132

Overall Length: 305mm Hinge Arm: 255mm Fixing Plate: 25 x 115mm

Flat Black

FB131 Overall Length: 152mm Hinge Arm: 113mm Fixing Plate: 15 x 105mm



Flat Black

FB133 Overall Length: 381mm Hinge Arm: 330mm Fixing Plate: 25 x 125mm



Flat Black

FB134 Overall Length: 457mm Hinge Arm: 1425mm Fixing Plate: 25 x 125mm



Bean End Satin Steel SS712

SS712 Overall Length: 222mm Projection: 40mm

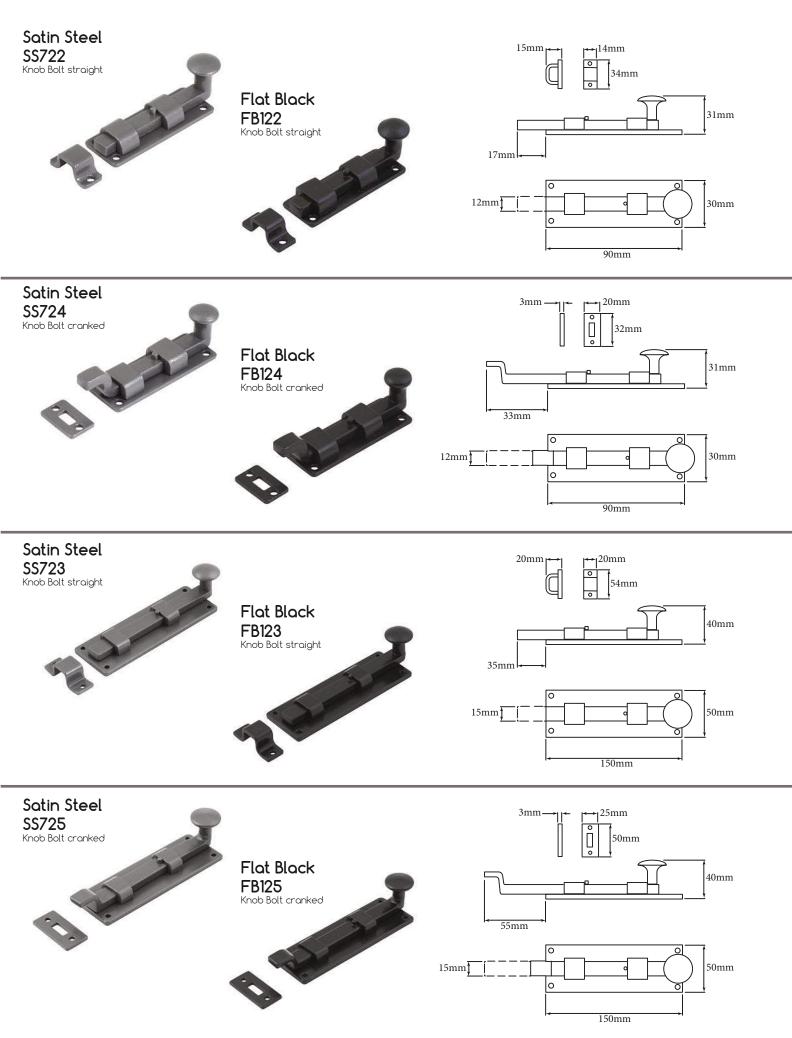
Bean End Flat Black FB112

FB112 Overall Length: 222mm Projection: 40mm









Our bolts use a unique ball bearing system rather than a spring. This means they keep their positive movement unlike spring versions that lose tension over a period of time.



WINDOW HARDWARE



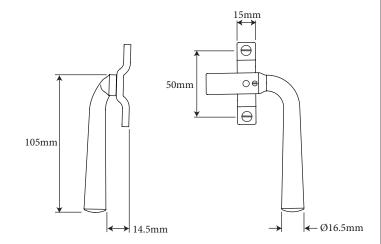






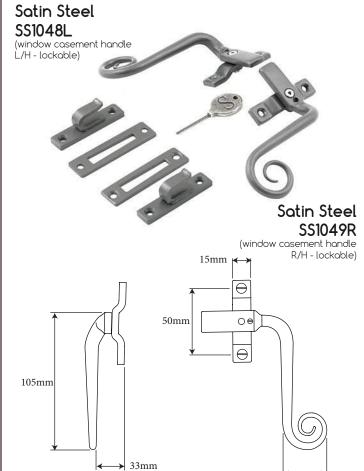
PADSTOW

Satin Steel Ss804 (window casement handle L/H - lockable) Satin Steel Ss803 (window casement handle R/H - lockable)





CURL





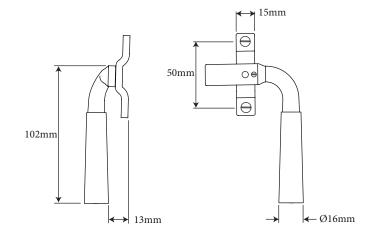


COTSWOLD

Satin Steel **SS811**



R/H - lockable)



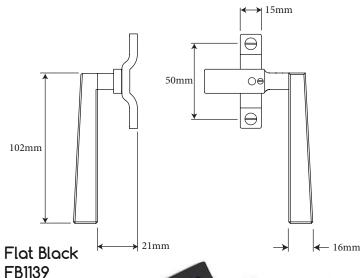
Flat Black



ARUNDEL

Satin Steel







(window casement handle R/H - lockable)



PADSTOW

Satin Steel SS800 Overall length: 200mm Satin Steel SS801 Overall length: 250mm Satin Steel SS802 Overall length: 300mm



CURL







COTSWOLD

Satin Steel SS808 Overall length: 250mm Satin Steel SS808 Overall length: 250mm Source Steel SS809 Overall length: 300mm



Flat Black FB1307

Universal Locking Stay Pin (fits all designs)

ARUNDEL





Satin Steel SS1105 Universal Locking Stay Pin (fits all designs)





Satin Steel SS828

Straight window espagnolette handle (universal locking)



Satin Steel SS1100L

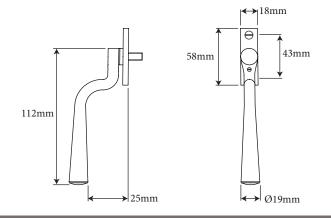
Cranked window espagnolette handle L/H (lockable)

Satin Steel SS1100R

Cranked window espagnolette handle R/H (lockable)



PADSTOW



Flat Black FB242

Straight window espagnolette handle (universal locking)

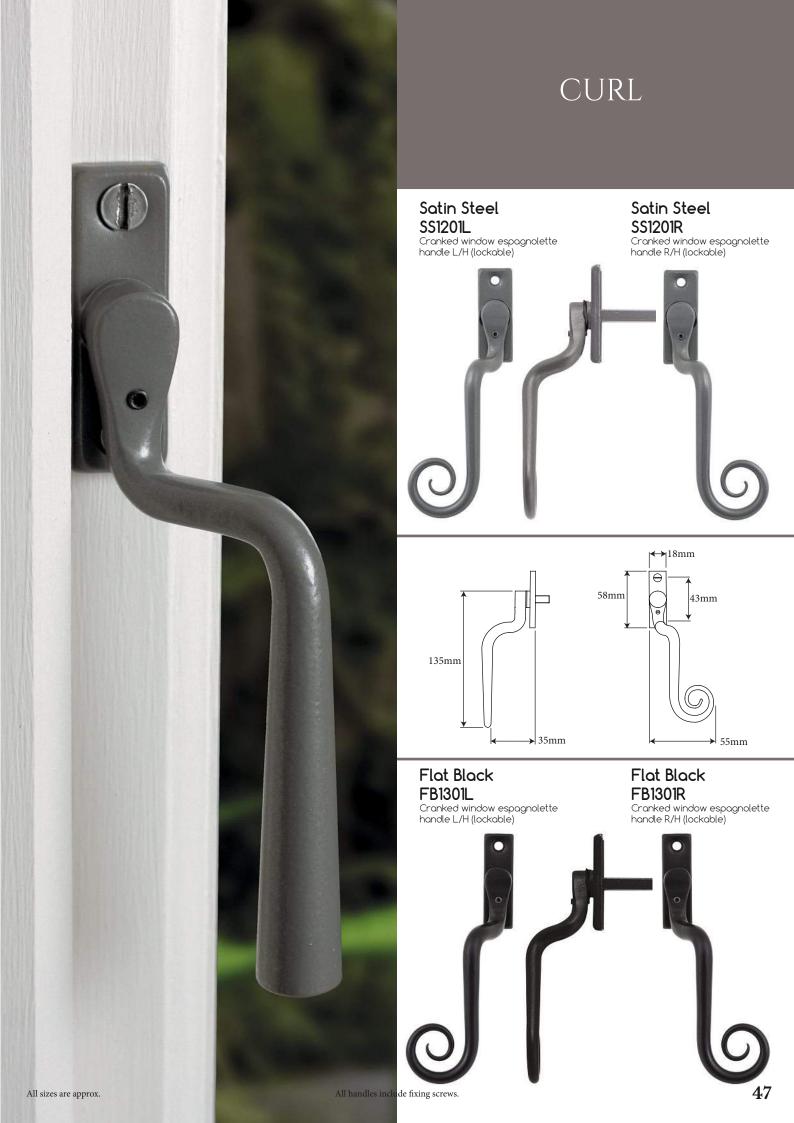


Flat Black FB1300L

Cranked window espagnolette handle L/H (lockable)







COTSWOLD

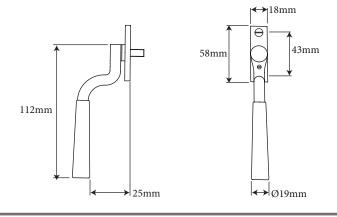
ARUNDEL

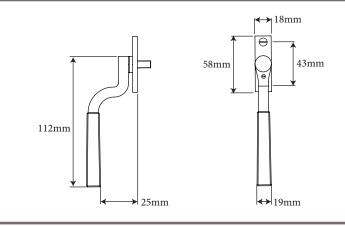
Satin Steel SS829



Satin Steel SS830

Straight window espagnolette handle (universal locking)





Flat Black





Flat Black FB1141

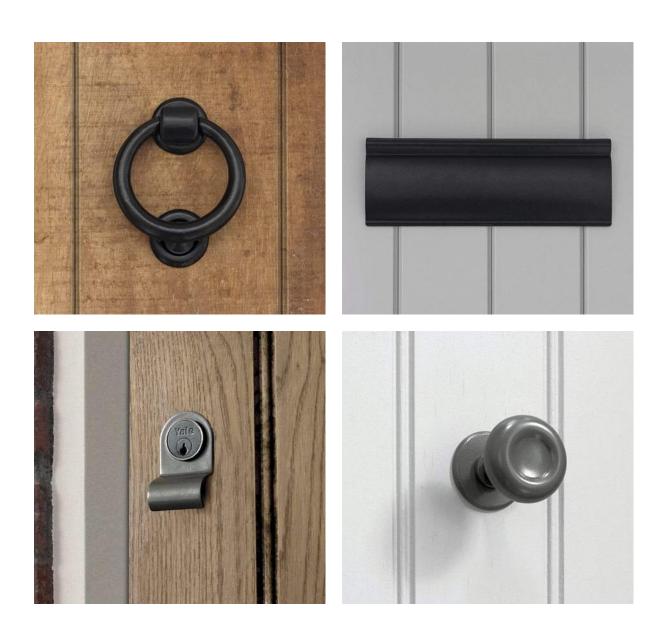
Straight window espagnolette handle (universal locking)





All handles include fixing screws.

DOOR HARDWARE

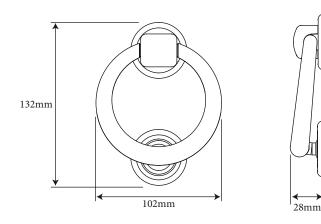


DOOR KNOCKERS



Satin Steel SS706





Flat Black FB1084

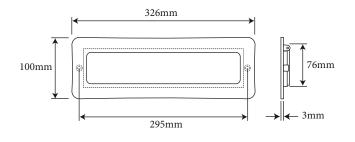


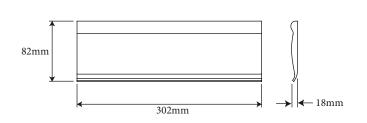






Size of letter box flap - 275mm x 65mm





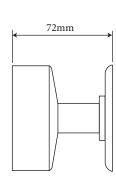






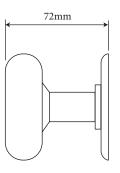
Taunton Satin Steel SS703





Stroud Satin Steel SS702







CYLINDER PULLS

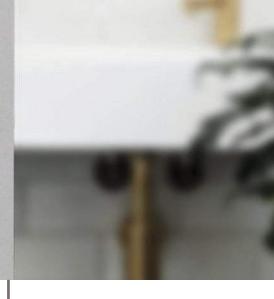








ESCUTCHEONS



Escutcheon Satin Steel SS713 Round uncovered



Flat Black FB113 Round uncovered



Ø40mm \mathbb{O} → | **←** 3mm

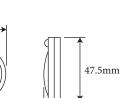
Satin Steel SS714



Flat Black FB114



Ø40mm



←10mm

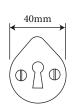
Satin Steel SS715 Oval uncovered

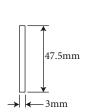


Flat Black FB115

Oval uncovered





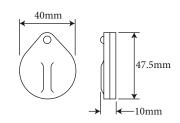


Satin Steel



Flat Black FB116





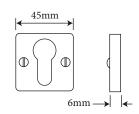
Euro Escutcheon Satin Steel SS717 Round



Flat Black FB1090







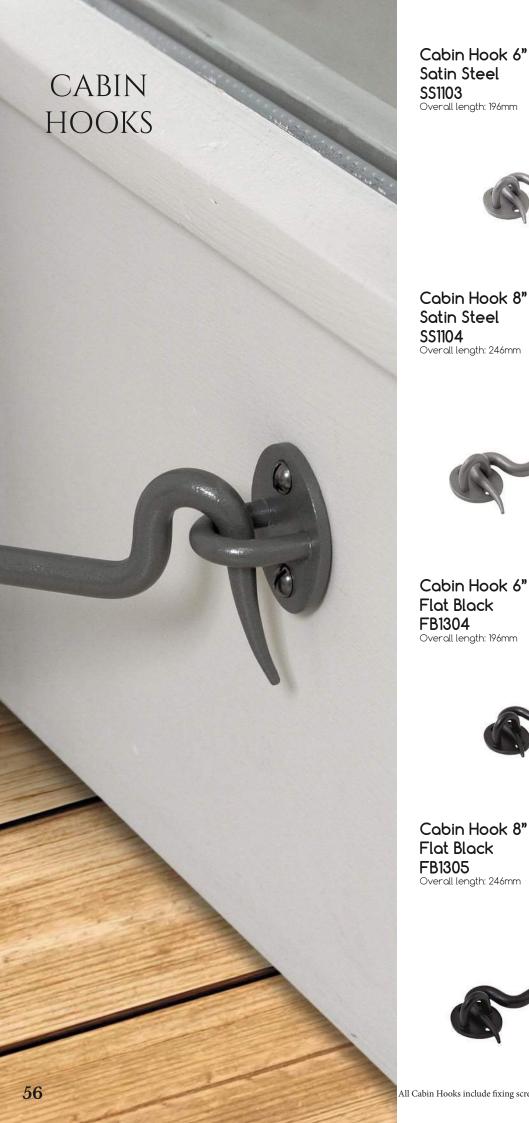
Satin Steel **SS718** Square

All sizes are approx.



Round





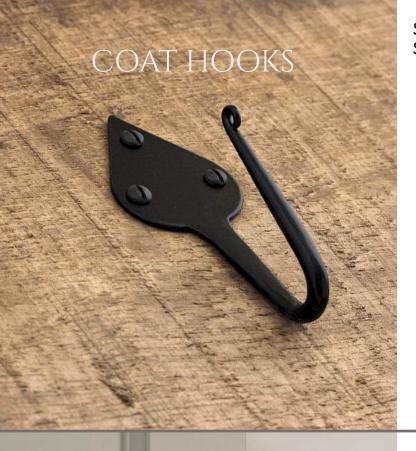










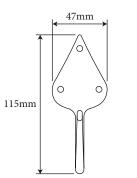






Flat Black FB117





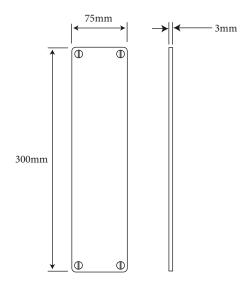




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Satin Steel **SS1205** Height: 80mm Base: Ø28mm



Flat Black FB1142 Height: 80mm Base: Ø28mm



Satin Steel SS1207

Floor mounted Overall Length: 65mm Height: 80mm Base: Ø50mm



Flat Black FB1144

Floor mounted Overall Length: 65mm Height: 80mm Base: Ø50mm



Satin Steel SS1206

Height: 67mm Base: Ø50mm



Flat Black FB1143

Height: 67mm Base: Ø50mm





CABINET HARDWARE







ASHTON

Flat Black FB300

Diameter: Ø30mm



Flat Black FB301 Diameter: Ø40mm



TAUNTON

Flat Black FB1092

Diameter: Ø30mm



Flat Black FB1093

Diameter: Ø40mm



SALISBURY

Flat Black FB1098

Overall length: 185mm Projection: 36mm Centres: 160mm



Overall length:n 313mm Projection: 36mm Centres: 288mm



Satin Steel SS958

Overall length: 185mm Projection: 36mm Centres: 160mm

Satin Steel SS959

Overall length: 313mm Projection: 36mm Centres: 288mm



FULFORD

Flat Black FB1096

Overall length: 185mm Projection: 36mm Centres: 160mm

Flat Black FB1097

Overall length: 313mm Projection: 36mm Centres: 288mm



Satin Steel SS956

Overall length: 185mm Projection: 36mm Centres: 160mm

Satin Steel SS957

Overall length: 313mm Projection: 36mm Centres: 288mm



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All Cabinet Knobs and Pull Handles include fixing screws.





We worked closely with Joinery Manufacturers when creating the Stonebridge range to ensure we provided products that were important to them. Stainless steel fixings and rivets combined with our unique Armor-Coat® finish means we are ideally suited for use on a number of acidic woods including ACCOYA® with whom we completed extensive testing.

We are heavily involved in Part Q testing which covers new build properties making sure the windows and doors are made to specific guidelines.













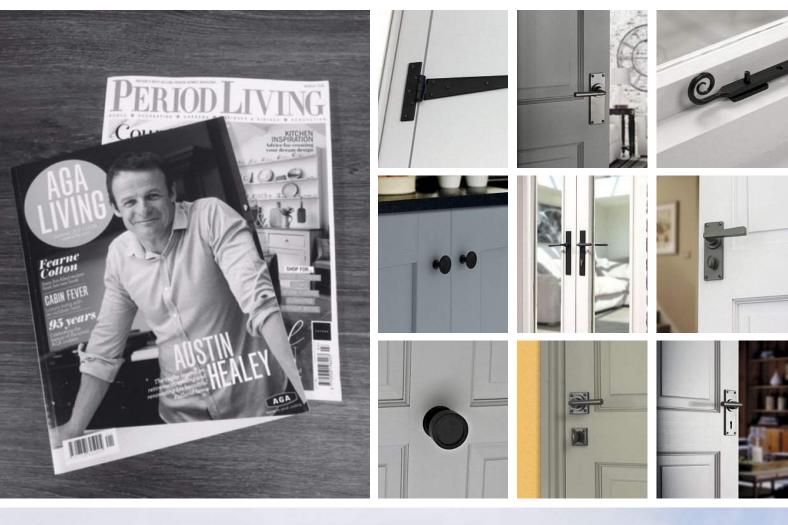
SUPPLY CHAIN

We don't claim to be the biggest company in the world but what we do claim is;

A dedicated team from the factory floor to the sales office that have two priorities, DELIVERY AND QUALITY. Both these things go hand in hand, we know the importance of delivering on time because we have worked with some of the biggest multi nationals over the last 37 years, scoring an impressive 'A' rating for service and 'in stock on time' with zero rejects.

Our after sales support is always on hand to work with you whenever called upon.

GET INSPIRED!

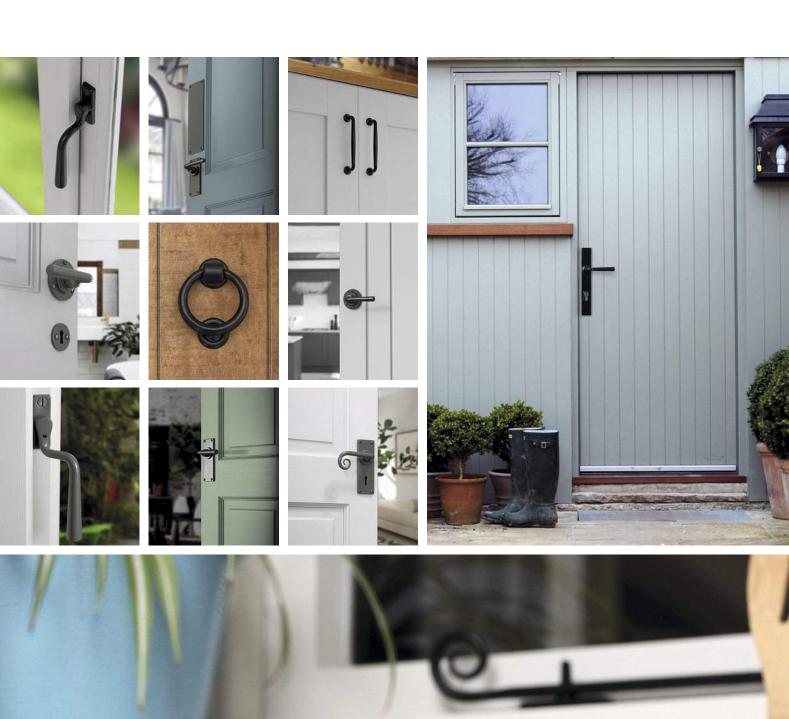


Visit our website www.stonebridgeforge.com

We are fortunate to supply some amazingly skilful joinery companies who share their finished work with us. Our inspiration gallery is being added to all the time showing installation shots from actual homes as well as shots from our factory showroom.

We are regularly featured in the national press so look out for us.

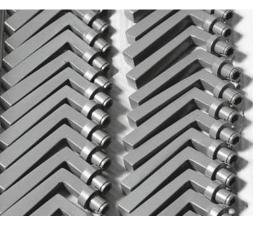
























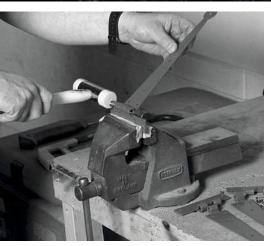
FINISHING TOUCH

Every piece in the Stonebridge range is designed and finished by hand at our Durham factory.

Our skilled Quality and Assembly team inspect and fit everything by hand, each item is checked for form and function as they pass through each department.

It takes at least 10 pairs of hands from the forge to the warehouse to make a set of lever handles.

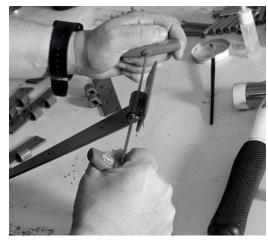








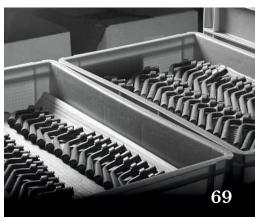












OUR CUSTOMERS



Barn Conversions



Architects



Builders & Developers



Timber Frame Houses



Interior Designers

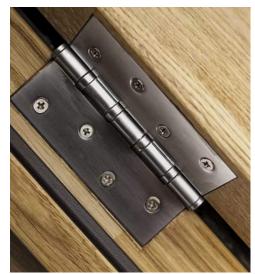


Joinery Manufacturers



Refurbishment





Architectural Ironmongers

Trade Partners & Showrooms



We have a network of Dealers and Trade Partners around the UK, these can be found by visiting our How To Buy page and entering your postcode.

DEALERS

We have displays in these showrooms who are run by GAI trained staff who can advise you on every aspect of your hardware requirements.

TRADE PARTNERS

These companies in addition to having extensive Stonebridge forged steel display on offer stock and provide a wide range of complimentary specialised Joinery supplies and technical support. We work closely together to supply Builders, Developers, Joinery manufacturers, Architects and Interior Designers.



Our finishes

Armor-Coat™ Flat Black

Armor-Coat[™] Flat Black
Our Armor-Coat[™] Flat Black finish has been independently tested and certified to the full BS EN 1670:2007 Grade 5, the highest possible corrosion resistant standard. Providing 'exceptionally high corrosion resistance', our Ironmongery is industry leading and suited to service indoors and outdoors. The Armor-Coat™ Flat Black finish is also highly UV rated and resistant, to protect from ading in sunlight and/or harsh weather and suited for use with Accoya wood.

With only a 30% sheen, this finish has been developed alongside a number of Joinery manufacturers who themselves are using the latest paint finishes on doors and windows, the Flat Black brings a modern twist to a traditionally made product.

In order to maintain the colour of our flat black finish we recommend following our Fitting advice & Maintenance guide.

Armor-Coat™ Satin Steel

The Armor-Coat™ Satin Steel finish is certified to the same BS EN 1670:2007 Grade 5 standard as our Flat Black meaning it provides 'exceptionally high corrosion resistance' for use indoors or outdoors. This subtle finish maintains the integrity of a true steel product which sits beautifully in a classic or contemporary setting and continues the heritage of the North East Steel industry.

The Armor-Coat™ Satin Steel finish is also highly UV rated and resistant, to protect from fading in sunlight and/or harsh weather and suited for use with Accoya wood. In order to maintain the colour of our flat black finish we recommend following our Fitting advice & Maintenance guide.

General Advice

Care should be taken when fitting your door hardware. We advise drilling a 2mm pilot hole before fitting the wood screws particularly in hardwood

Due to the chemicals used, wet paint and plaster can cause reactions with our products. We recommend only fitting your Stonebridge Ironmongery when all paint and plaster has fully dried.

Whilst most of our lever range is provided sprung we do recommend using a heavy duty lock or latch from the likes of Winkhaus or similar quality for our un-sprung multipoint range to assist with returning the handle to a horizontal position after use. If retro-fitting to an existing lock system which is not of the same quality we recommend supplementing the lock with the use of a spring cassette which can be rebated into the door or use one of our purpose made Sprung Entry plates due in Q3 2019

Although Stonebridge has passed a BS EN 1670:2007 salt spray test at grade 5, the highest possible rating and classified 'exceptionally high corrosion resistance and use outdoors in severe conditions where long term protection is required' we do recommend care when fitted in a coastal environment. The salt content of the air can impact on the longevity of our products if the surface is compromised in any way by screw fixing and we reserve the right to void the guarantee.

Stonebridge products are tested and approved for use with acidic woods such as Accoya®. The Accoya® preparation guidelines must be carefully followed. This means applying a finish or at least three layers of paint behind the hardware to provide partial isolation. For more information about fitting hardware to Accoya® please refer to the Accoya website.

Warranty

Stonebridge Armor-Coat products are warranted for function and against any material or workmanship defect for five years from the date of purchase. This warrant is dependent upon the goods being properly installed and maintained and our guidelines for both having been strictly followed.

Any damage caused by fair wear and tear, incorrect fitting, misuse, accidental damage, abnormal storage or working conditions or modification are not covered by this warranty.

Stonebridge is not liable for any consequential loss, labour charges, removal or reinstallation expense or freight arising from a potentially faulty product.

Any fault should be reported with details of proof of purchase and an

sales@stonebridgeforge.com. You will be contacted and your case assessed promptly. Except as stated above, Stonebridge makes no warranties, either expressed or implied, as to any matter whatsoever, including and without limitation, the condition of our products, their merchantability or fitness for any particular purpose.

Fixings & Fitting Instructions

Standard door levers (Rose/Lock/Latch/Bathroom) are supplied with 25mm stainless steel dome head screws colour matched to the product and a solid steel spindle* 90mm x 8mm x 8mm (*Trim to size = Door thickness + 40mm).

Multipoint Levers are supplied with M5 x 90mm Stainless Steel c/s fixing bolts* colour matched to the product. (*Trim to size = Door thickness + 5mm). A split spindle is provided (*Trim to size = Door thickness + 40mm) taking care to align the spline (split) of the spindle with the threaded hole in the handle and secure with M5 cone point grub screw using the allan key provided. Please note not securing the grub screw correctly could cause the back plate to be damaged in use and void the warranty.

Window espagnolette handles are supplied with M5 x 50mm stainless steel c/s bolts (Trim to size to suit your locking system). The handle I supplied with an integral 7mm x 7mm x 40mm stainless steel spindle. (Trim to size to suit your locking system). Please note locking security is provided by an M4 grub screw which is threaded into the mechanism. Take care that the grub screw is fully unwound to avoid marking the mounting plate when operating the handle. A custom Allen key is provided for locking and unlocking.

Maintenance

External: Whilst we have worked hard to find a durable, anti-corrosive finish it would be beneficial to service your ironmongery every 6 months to help maintain its lifespan.

A wash with soapy water and buff dry with a soft cloth and an application of non-abrasive micro-crystalline with a polish will aid the preservation and appearance of your door hardware. Do not use sprays, solvents, thinners or silicon based cleaners. When decorating it is always best to remove or carefully cover the hardware completely to avoid paint stains.

We recommend this process is undertaken more frequently in areas up to 15 miles from the coast line to minimise any potentially corrosive salt deposits on the surface.

Internal: Occasional washing with warm soapy water and buff dry with a soft cloth



The following are terms and conditions for the sale of goods that will govern any contract for sale that we enter into without exception. Please read these terms and conditions carefully:

- 1. These terms and conditions do not affect your statutory rights.
- 2. We will treat each order for goods as an offer by you to purchase the goods subject to these terms and conditions.
- 3. To order goods through this website you must be at least 18 years of age.
 4. Whilst we endeayour to only show items on the website that are in
- stock, goods are subject to availability. If we do not supply the goods for any reason we will not charge you for these goods and we will refund any money already paid for the goods. However, we will not be responsible for compensating you for any other losses which you may incur if we do not supply goods.
- 5. All images, descriptive matter, specifications and advertising on our website are for the sole purpose of giving an approximate description of the goods. Whilst we endeavour to show an accurate colour image, you are advised that there may be variations in colour between the actual goods you receive and the image that you see on your monitor or TV screen. This could be caused by the settings of your system or an adjustment made during or after photographic or other electronic processes. However, if you purchase any goods that you are not happy with, you have the right to return them for a full refund within 30 days. (excluding the cost of delivery to or from our premises)
- 6. Failure by us to enforce any of these terms and conditions will not affect our right to enforce the rest of these terms and conditions.
- 7. The Contract between us shall be governed by the laws of England and Wales and any dispute will be resolved exclusively in the courts of England, Scotland and Wales. We operate a complaints handling procedure which we will use to try to resolve disputes when they first arise. If you have a complaint contact us.
- 8. These terms and conditions are subject to change at any time without prior notice to you.

Conditions of Sale

Prices

- · Your trade discounts will be confirmed to you in writing when your account is opened.
- Prices are subject to change without notice.
- All orders are confirmed prior to despatch via email with the agree price and delivery promise.
- The price for the goods will be as stipulated at the time when you placed your order. We reserve the right to make adjustments to the price to take account of any increase in, or the imposition of, any taxes or duties, or if due to an error or omission the price published for the goods on our website is wrong. We will inform you of the correct price and give you an opportunity to cancel the order. If the goods have already been delivered, we will give you an opportunity to return the goods and receive a full refund of the price and any delivery charges you have paid for the goods.
- Orders delivered to countries outside of the EU will be charged exclusive of VAT.

Payment

- Until a credit account is established, payment is required in advance against a pro-forma invoice using credit/debit card, bank transfer or cheque (In the case of the latter, clearance time will be allowed prior to despatch). Credit account terms are strictly 30 days from date of invoice unless modified and agreed by both parties in writing beforehand.
- You will only own the goods once we have received payment in full.
- We reserve the right to terminate any contract between us without penalty. In the event of termination we shall refund to you all sums paid by you to us.

Title of Goods

The goods shall remain the legal property of the seller until full payment has been received.

Delivery

- Dates quoted for delivery are approximate only and are provided in good faith at the time of enquiry. Stock is not reserved until such time as a formal order is placed and an acknowledgement of order is issued.
- When providing a verbal delivery estimate, every effort is made to achieve the promised date but no responsibility is accepted for any unforeseen delay or variance from the estimate and any consequential loss resulting from any delay.
- Delivery to a third party (Drop Shipping) is only available by agreement. If third party delivery is agreed the seller accepts that if the purchaser obtains a proof of delivery from the carrier for the address provided by the purchaser then the seller is not liable for any subsequent claim for non-delivery.
- Should delivery be delayed for more than 21 days you have the right to contact us and cancel your order. In this case we will refund any money
- paid by you for the goods. As soon as we have delivered the goods you will be responsible for them. If you delay accepting a delivery, our responsibility for everything other than damage due to our negligence will end on the date the carrier tried to deliver the goods to you.

Damages, Faults or Shortages

- Must be reported in writing to the company within 5 working days of receipt of goods (UK) or 14 working days (Export). This can be by post or by email to info@stonebridgeforge.com.
- If items are received damaged or faulty and reported the goods will be uplifted by arrangement with Stonebridge and inspected upon receipt. A credit or free of charge replacement will be issued if a manufacturing defect is found.
- The seller shall not be liable in the following events:
 - o Written or oral instructions on storage, installation, use and maintenance from the seller are not followed.
 - o The goods are altered or repaired without written consent from the
 - o The defect arises as a result of fair wear and tear, wilful damage, negligence or abnormal storage/working conditions.
 - o Where the sellers provided fixings have not been used during
- The seller shall have no liability to the buyer in excess of the price of the goods and consequential costs or fitting charges will not be considered.

Returns

- Goods will not be accepted for return without prior written agreement with the seller and the value of any subsequent return even after agree ment in writing is subject to condition upon receipt.

 • If the product is not returned in a fully resaleable condition, or is
- damaged we reserve the right to refuse any pre-agreed credit or to deduct an amount from the original selling price which we believe
- A restocking charge of 25% will be applied unless waived by the seller with a minimum £10 charge applicable.
 Goods that have been held for 6 months or more from the date of
- invoice cannot be considered for return regardless of reason.

 Carriage costs are the responsibility of the purchaser unless the seller accepts responsibility for the carriage. Goods must be returned in sufficient packaging to prevent unnecessary transit damage.

A charge will be made for supply of samples unless waived and all samples are non-returnable unless agreed beforehand with the seller.

Cancellation

Cancellation of an order must always be in writing and any expenses incurred by the seller as a direct result of the cancellation will be subject to invoice and reimbursement by the purchaser.

- The seller will replace free of charge and without question any product that proves to be defective due to mechanical issues within 5 years of delivery. Claims must be in writing with an image/video showing the defect in advance and if instructed the goods must be returned to the company for inspection.
- This guarantee is voided in the following events:
 - o Written or oral instructions on storage, installation, use and maintenance from the seller are not followed.
 - o The goods are altered or repaired without written consent from the seller.
 - o The defect arises as a result of fair wear and tear, wilful damage, negligence or abnormal storage/working conditions.
 - o Where the sellers provided fixings have not been used during installation.
- Normal wear to the exterior finish is excluded from this guarantee.
- The guarantee does not extend to any damage reported at the fixing holes which could be caused by fitting.
- Each case will be assessed by the seller and replacement agreed at their discretion.

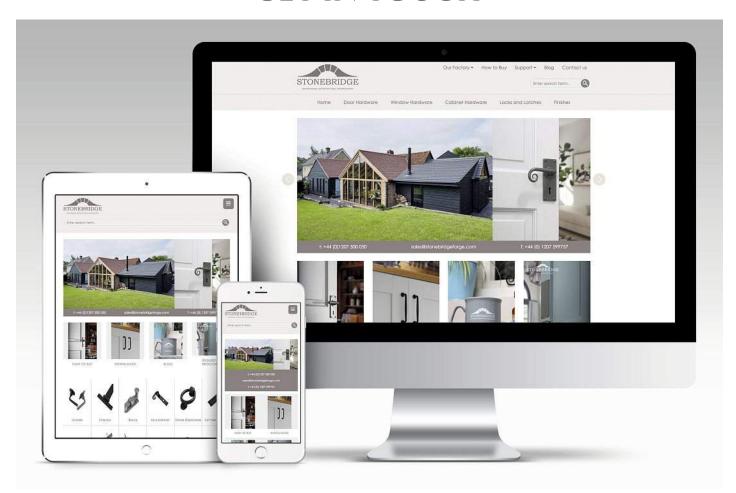
Privacy

Any personal information given by the customer to the seller will only be used between the two parties and no details will be passed to any third party. Any information provided by the seller to the customer and vice versa in the form of design or personal content will/must remain confidential between the two parties.

All designs are protected by copyright and the purchaser agrees not to undertake any infringement.



GET IN TOUCH



Call: 01207 500050

Speak to one of our friendly staff who are on hand to take your orders and enquiries.

Our telephone lines are open:

Monday-Thursday 9:00am - 5:00pm Friday 9:00am - 2:30pm

Email us: sales@stonebridgeforge.com

Social Media: Join Us

We are very active on Social Media platforms, it's a great way to not only promote our products but to show our customers some of the amazing projects we are involved in, we are happy to promote our trade customers. Just send us your images showing our products being used and we will shout about it for you.

Follow us on Facebook, Instagram, Pinterest and Twitter.









DJH Group LTD Project House, Villa Real, Consett Co. Durham DH8 6BP

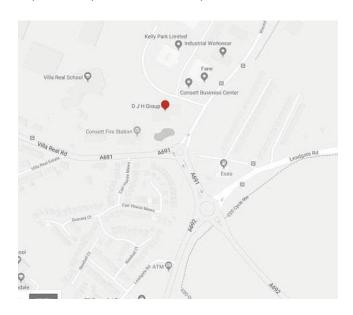
STONEBRIDGE is a trading name of DJH Group Ltd

Online: www.stonebridgeforge.com

You can browse the entire range of Ironmongery on our new look website. We have a number of lifestyle shots showing product installations, technical information and our Blog page where you can keep up with our latest launches.

Showroom: Visit Us

Whether you are a trade customer or someone who just wants to see our products in person, you are very welcome to visit our NEW showroom. Our knowledgeable staff are always on hand to guide you through our hardware ranges which are shown beautifully on door and kitchen displays. The kettle is always on so if you are in the area please call in.





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www.stonebridgeforge.com

'Stonebridge' is a trading name of DJH Group Ltd



