

YOUR ANTI-BURGLAR GUARANTEE

Security you can trust. Protect what matters most with Latham's steel security doors, confidently backed by our **5-Year Anti-Burglar Guarantee**.

Latham's residential steel door range
Version 1.0 | May 2026



For your peace of mind.



WELCOME TO YOUR ANTI-BURGLAR GUARANTEE

Latham's stands by the strength of our residential steel security doors with a 5-Year Anti-Burglar Guarantee. If a property is broken into by forcibly breaching the structural integrity of Latham's door leaf itself in under 3 minutes, Latham's will provide a replacement door of the same specification free of charge.

Please see below for the terms and conditions of the guarantee and how to claim.

This guarantee is only available on Latham's "Beast Approved" range of Residential Front and Back Doors, not our stock door range or made-to-measure range, which are covered by a separate guarantee.



Note:

Our terms and conditions of sale [insert link or location] apply, and the guarantee is offered as referenced in that document. If you are a consumer, your statutory rights are not affected by this guarantee which continue to apply.

Terms and conditions of claiming under the guarantee

- 1. Eligibility:** The claim will only be considered if you are the owner of the property where the Latham's door has been originally installed and you are the original purchaser of the door. Latham's decision on these points will be final
- 2. CCTV Evidence:** The claim will only be considered if clear, timestamped, and unedited CCTV footage is provided, unequivocally proving to Latham's satisfaction that the burglar breached the solid structure of the door leaf using forced entry in under 3 continuous minutes. Again, Latham's decision on this will be final
- 3. Prior Condition:** The CCTV footage and accompanying photographic evidence must demonstrate to Latham's satisfaction that there was no prior damage, structural weakness, corrosion, or unauthorised modification to the door leaf before the attempted break-in
- 4. Target of Entry:** The breach must have occurred directly through the steel door leaf itself. This guarantee explicitly excludes entry gained by bypassing, picking, or snapping the cylinder/locks, destroying hinges, breaking vision panels, compromising the door frame, or damaging the surrounding walls. Entry via glazing, top lights or side lights is not covered by this guarantee



Terms and conditions of claiming under the guarantee continued

5. **Glass:** Entry via glass or breaking glass is not covered. The guarantee explicitly covers the structural rigidity and strength of the door leaf only
6. **Security Status:** The door must have been fully closed and locked using the original hardware supplied with the door at the time of the break-in
7. **Installation:** The door must have been fitted correctly, completely plumb and square, using the appropriate fixings provided, by a Latham's authorised installer. Documentary proof of installation, which is satisfactory to Latham's, must be provided
8. **Maintenance:** The door must have been maintained correctly in accordance with Latham's guidelines, including regular cleaning and immediate touch-ups of any paint chips to prevent rust or structural degradation. If necessary or appropriate, Latham's may request information or documents proving this, and/or Latham's may assess the door itself for evidence of maintenance etc
9. **Reporting:** The crime must be reported to the Police within 24 hours of the break-in occurring. Any claims under this guarantee must be made in writing to Latham's within 28 days of the break-in and must include the crime number provided by the Police
10. **Method of Attack:** The forced entry must have been committed by an individual or individuals using manual or portable power tools. Breaches caused by heavy machinery, vehicles, or explosives are not covered by this guarantee
11. **Geography:** The guarantee is only valid for UK mainland installations
12. **Guarantee Duration:** The replacement guarantee is strictly valid for a maximum period of **5 years** from the date of purchase of the door concerned
13. **Household Limit:** A maximum of only one claim for one door per property/household will be covered by this guarantee

Claiming under the guarantee

To make a claim under the guarantee, in addition to complying with the above-mentioned Conditions, Latham's must receive the following in writing:

- **Incident Report:** A full report detailing the incident, the crime reference number, and the Police Authority the crime was reported to
- **Proof of Purchase:** The original invoice and receipt provided at point of purchase
- **CCTV Footage:** Unedited, clearly visible, timestamped CCTV video footage capturing the entirety of the break-in from the exterior of the door, proving the door leaf was breached in under 3 minutes
- **Installation Receipt:** Proof of installation by a Latham's Authorised Installer
- **Access for Inspection:** Latham's requires the provision of access for a Latham's representative to inspect the door in situ

The address to which the information is to be supplied is set out at the end of this document. Once the above is received, Latham's reserves the right to examine the door leaf within 28 days to assess how it was bypassed.

If examination or CCTV review indicates the door was left unlocked, the breach took longer than 3 minutes, the door had pre-existing structural damage, or entry was gained via the locks/glazing/frame rather than the leaf itself, the claim will be rejected.

Latham's will advise the owner in writing of the reason for rejecting any claim.

Limitations of the guarantee

Latham's guarantee is strictly limited **solely to the supply of a replacement door leaf/doorset** of the same (or equivalent current, as determined by Latham's) specification as the product originally purchased from Latham's.

To prevent any ambiguity, this guarantee operates on a **supply-only** basis. Unless covered by our terms and conditions of sale, Latham's accepts no liability or financial responsibility for any of the following:

- **Labour and Installation:** Any costs associated with the removal of the damaged door or the installation and fitting of the replacement door
- **Securing the Property:** Any costs incurred for emergency boarding up, locksmith services, or temporary security measures following the break-in
- **Property Damage and "Making Good":** Any costs for repairing damaged frames, hinges, surrounding brickwork, plaster, paint, or any other structural elements of the property
- **Disposal:** Any costs associated with the disposal or recycling of the damaged door (unless Latham's has requested it be returned for forensic examination)
- **Contents and Consequential Loss:** The loss, theft, or damage of any property, personal belongings, or contents within the premises. There is no liability for consequential damages, loss of earnings, or secondary costs, howsoever calculated or incurred

Latham's will enforce and rely fully upon their standard terms and conditions of sale in all aspects taking into account the limitation set out above.

Where it is requested that the damaged door leaf is returned to Latham's for inspection, Latham's will reimburse the customer's cost of returning the damaged door leaf if, and only if, the claim is ultimately approved under the terms of this guarantee. Latham's will have the final, binding say on whether a claim is valid based on the provided evidence.

Provision of the Replacement Door

If a claim is approved, Latham's will notify the property owner and arrange for the dispatch of a replacement door within 28 days.

- **Delivery:** Latham's will cover the cost of standard UK mainland delivery for the replacement door
- **Specification:** If the exact model is no longer manufactured, Latham's will provide the nearest equivalent current model, as determined by Latham's
- **No Cash Alternative:** Under no circumstances will Latham's offer cash alternatives, partial refunds, or credit notes instead of a physical replacement door

Correspondence address for all guarantee claims

Any guarantee claim must adhere to the procedure set out above in all respects and must be made in writing to:

Latham's, 35-37 Hainge Road, Tividale, Oldbury, West Midlands, B69 2NY, United Kingdom

The terms of this guarantee may be varied by Latham's at any time at our own discretion. Please see www.lathamssteeldoors.co.uk for up-to-date product guarantees.

This guarantee is offered by:

Lathams Security Doorsets Limited, company number 07567650, registered office 35-37 Hainge Road Tividale, Oldbury, West Midlands, England, B69 2NY.

LATHAM'S SECURITY DOORSETS LTD

35-37 Hainge Road | Tividale | Oldbury | West Midlands | B69 2NY

Tel: +44 (0) 1384 220 050 | Email: sales@lathamssteeldoors.co.uk
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