

Contract terms and conditions

- 1, The purpose of these terms and conditions is to set out clearly and in plain English the responsibilities of both the company and the customer while this contract is valid.
- 2, The contract is the basis of this agreement and all details such as colour of product, style of windows, handle colour and your details should be checked before signing.
- 3, If any details are found to be incorrect the contract should either be redone or a VOC [variation of contract] raised and signed. This would also be the case if anything is changed at survey.
- 4, The company will always endeavour to advise the customer accurately regarding planning requirements, building regulations or local covenants restrictions, etc, however it is ultimately the customer's responsibility to ensure there are no breaches of any of the fore mentioned.
- 5, The survey will be carried out after the relevant cooling off period, [fourteen days if signed in customer's home, if the work is of an urgent nature or you wish to speed up the order time this can be done by signing a waiver thus allowing us to proceed] or within seven days if signed at our premises. The survey will be carried out during normal working hours Monday to Friday. At survey stage the company reserves the right to amend or reject part or all of the contract. Any amendments to the contract at survey must have a VOC raised and signed prior to any further works being done.
- 6, If the customer would like to retain any of the items being removed they must inform the installers on the day of installation however no guarantee can be given that there will be no damage to the product whilst removing them.
- 7, Once surveyed your order will be processed ready for manufacture and any relevant materials required ordered such as sealed units/ door panels etc. Our lead in time will vary throughout the year and product ordered but our sales representative will be able to give you an indication of this at the time. You will be notified of the installation date by post or telephone approximately seven days prior to installation. If you require a specific date this needs to be clearly marked on the contract and confirmed by the office.
- 8, We will endeavour to carry out the installation within the timescale we indicate at time of booking however if the installation over runs for any reason this will not be grounds for compensation or loss of earnings.
- 9, We will always endeavour to carry out the installation as cleanly as possible and cause minimal damage to surrounding area. Any damage caused will be made good inside and out and the installation finished in the usual manner. We will not redecorate inside or out on completion or replace tiles that may be broken during the installation.
- 10, We work within industry guidelines on every aspect of your installation from point of sale, survey, installation and quality of product. These guidelines have been set by various bodies within our industry to maintain standards and resolve issues that may

arise. We will revert to and abide by these guidelines in the case of a dispute regarding practices used or quality of product. These are not our guidelines but industry guidelines copies of which can be found on our web site or by request.

11a, Our guarantee will cover the installation for a ten year period.

11b, Ancillary products such as handles, locks, sealed units or products sourced from another supplier will be covered by their Terms and Conditions which will vary from product to product.

Generally sealed units and hardware will be covered for ten years, if any product is discontinued we will use a similar alternative.

12, Conservatory building works are generally not covered by building control, we can advise on this matter.

We will provide a drawing and explain exactly what we intend to do and follow that to the letter. If there is ground movement after the work is complete we cannot take any responsibility for this. You are at liberty to consult a structural engineer prior to the works being undertaken at your own cost and we will be happy to price accordingly from their instructions.

13, If you cancel the contract [after the cooling off period]

[a] after survey but before processing costs incurred by our surveyor will be charged at 15% of the contract value.

[b], If you cancel after the job has been processed this will be charged at 25% of the contract value. Any materials that have been ordered and cannot be cancelled by us will also be charged at cost.

[c], If you cancel once the job has been manufactured and ready to install this will be charged at 90% of the contract value.

All cancellations must be in writing and reach us within the cancellation period by registered post or hand delivered

14, We cannot be held responsible for damage of any description caused if a product we have installed fails.

THE GUARANTEE FOR “OUT OF GUARANTEE & PAID SERVICE WORK”

15. The Company will, upon full payment of the full service work, guarantee its product and workmanship for a period of 1 year from the date of service work. However, the guarantee is subject to the conditions [11b] above, however any manufacture guarantee which exceeds the 1 year, will be honoured, but the labour will be chargeable.