



TERMS & CONDITIONS

Curtains, ornaments, furniture and sensitive items:

You are responsible for moving any curtains, furniture or sensitive items in front of, surrounding or in the way of windows that are to be worked on. If we need to remove any curtains, furniture or ornaments to enable work to start, then extra charges could be incurred.

Any assistance given to customers by company fitting staff in moving objects will be on a goodwill basis. Should there be loss or damage as a result of this assistance, the company will not accept any liability for whatever reason. We need access to the work van all day on-site. If parking permits required then customer must supply them. Any parking tickets we receive will be added on to the customer's invoice.

1 Application of these Conditions

1. We intend to rely upon the Conditions set out in this document. If you request any changes to these Conditions and we agree to make them, we will record such changes in writing and send you a copy.

2 Quotations and Orders

- 2.1 Any quotation given by us is valid for 30 days from the date on the quotation.
- 2.2 We constantly strive to improve our products and services and therefore reserve the right to make technical changes to the Goods or Services which are deviations from the original specification for the improvement of our product.
- 2.3 If the supply of Goods or Services is interrupted or delayed by you we reserve the right to increase the Price to reflect any additional time our fitters are engaged in providing the Services. Any such increase in the Price will be calculated at the rate of £300 per 8hr day.

3 Survey

- 3.1 If we decide to survey your property this will be done at our sole expense and we will carry out the survey for the proposed at a mutually agreeable time.
- 3.2 If any technical problems with your property are discovered at the time of installation of the Goods which were not nor could reasonably have been found during our survey of your property, we reserve the right to increase the Price to cover any additional work required as a result by giving you notice in writing. Such notice will include an explanation of the need for the increase in the Price. If we give you notice increasing the Price under this clause 3.2 you have the right to cancel the Contract but you will be obliged to pay us for any Services already performed and any Goods that have already been installed or manufactured in readiness for installation pursuant to the Contract and you will be obliged to take delivery of those Goods at your property. We will be entitled to retain the Deposit and any Interim Payments by way of payment or part-payment as the case may be of any amount due from you to us.

4 Cancellation of the Contract

- 4.1 You may cancel the Contract by giving us written notice no later than 48 hrs after the date on which the deposit was received. If you cancel the Contract in this way we will return your Deposit to you.
- 4.2 If you do not exercise your right to cancel under clause 4.1 above, you have no right to cancel the Contract under this clause 4 unless we agree to cancel the Contract at your request in which case you must pay any reasonable losses and costs we suffer because of your cancellation, including (without limitation) any manufacturing costs and any loss of profit and we will be entitled to retain part or all of your Deposit to cover any such losses and costs.

4.3 If the Goods or Services are sold or provided in phases, each phase shall be a separate contract and no cancellation or termination of any other contract relating to a phase shall entitle you to repudiate or cancel this Contract or any other contract relating to another phase.

5 Price and Payment

5.1 Unless expressly stated otherwise on the Purchase Agreement payment of the balance of the Price is due within 5 days of completion of installation of the Goods. If you are unable to be present at completion of the installation, you will ensure that the balance of the Price is paid upon completion of the installation. If, with your agreement, the Goods are installed in phases, payment for each phase is due on completion of that phase.

5.2 Payment must be made by BACS, cheque or cash.

5.3 We do not accept payments in cash in excess of £5,000 unless otherwise agreed.

5.4 If you fail to pay any sum owed to us under the Contract by the date it falls due then without limiting any other right or remedy available to us, we may:-

5.4.1 cancel the Contract or suspend any further deliveries of Goods or the provision of Services to you, but such cancellation or suspension shall not obviate your obligation to make payment under the Contract;

5.4.2 use any payment made by you for any Goods or Services supplied under any other contract between you and us either towards a payment due under this Contract or otherwise towards any other debt owed by you to us as we see fit; and charge you interest on such outstanding sum from the due date for payment at the annual rate of 3% above the base lending rate of Natwest Bank plc, accruing on a daily basis until payment in full is made, whether before or after any judgement.

6 Delivery of Goods and Preparation for Installation

6.1 We will use all reasonable efforts to meet delivery dates we set out on the Contract but any such dates and times are intended to be estimates only.

6.2 We will not be liable for any loss or damage resulting from a delay in the delivery of the Goods in circumstances where there is no breach of a legal duty of care owed to you by us or by any of our employees or agents; or such loss or damage is not a reasonably foreseeable result of any such breach; or the loss or damage results from a breach by you of any term of the Contract.

6.3 You agree to allow us access to your property to deliver the Goods and provide the Services as soon as practicable after you have been advised that the Goods are ready. If you have not given us access to your property for this purpose within 30 days of being informed that the Goods are ready for delivery, then (without affecting any other rights we may have) you must immediately pay the whole of the outstanding balance of the Price. We will be entitled to recover from you any reasonable losses, costs and expenses we incur as a result of your failure to take delivery of the Goods including (without limitation) any costs of storage of the Goods.

6.4 We will need a direct unobstructed route through the property to each window to be worked on. The area surrounding the window must (where possible) have a minimum clearance circumference of 2 meters. Should we discover on the day of installation that this clause 6.4 has not been reasonably met then we reserve the right to either; re-schedule the work for an alternative date and charge £300 for loss of earnings that day or invoke clause 6.6

6.5 You will be responsible at your own expense for the removal, replacement (and/or alteration if required) of any fixtures and fittings or other items that we require to be moved in order to install the Goods and supply the Services including but not limited to curtains, shutters, grills, blinds, pelmets, and soft furnishings, the lifting and refitting of carpets, the repositioning of telephone or burglar alarm fittings and any other electrical connections, aerials, gas or water installations. If for whatever reason you do not comply with your obligations under this clause 6.4 we reserve the right to postpone or suspend the supply of the Services until you have done so and to charge you for time lost by our fitters in attending your property and being unable to work at the rate of £300 per fitter per day.

6.6 We can aid in the removal of furniture and or fixings however we are not held liable for any damage incurred to these items whilst being removed/moved. Any additional time we spend on the preparation of the area to be worked on, that falls under your responsibility of section 6.4, will be charged at a rate of £40 per hour but will not exceed £120.

7 Risk, Title and Insurance

7.1 Risk of damage to or loss of the Goods shall pass to you at the time of delivery of the Goods to your property. It is your responsibility to insure the Goods from the time they are delivered to your property.



7.2 Ownership of the Goods will pass to you once we have received payment in full of the Price from you. Until then, the Goods remain our property but that will not prevent us from recovering payment from you of any amounts due under the Contract.

7.3 Any Guarantee and/or Warranty will only be validated and activated once full payment of the contract(s) has been received by us.

8 Specifications of Goods and Services

8.1 We will not decorate or redecorate any existing window/door frames, sashes, architraves, liners or window board on which we work. We will touch up any bare timber exposed by us with white undercoat.

8.2 If we are supplying and fitting new pairs of sashes that are primed only then the guarantee will only be validated and activated once the customer has had the sashes and existing box frames painted and decorated.

8.3 You are responsible for ensuring that your property is structurally sound, in good condition and free from material defects. We cannot be held responsible for any damage caused or extra work required if this is not so.

8.4 We will take reasonable care to keep intact any panes or frames from old windows and doors and any secondary glazing that you tell us you wish to retain but such items are fragile and prone to breakage on removal. Accordingly we will not be liable for any damage or total loss of such items during or following their removal unless caused directly by our negligence.

8.5 Any specifications, statistics, advice or other information given to you by us regarding any glass we supply is either quoted from or based on information provided to us by the manufacturer and relates solely to the glass itself. Such specifications, statistics, advice and information do not relate to or take account of the acoustic properties or performance of your building so it is possible that the installation of the glass may not meet your expectations in relation to noise reduction or sound proofing.

9 Limitation of Liability

9.1 The following provisions set out the limits on our liability (including any liability for the acts or omissions of our employees, agents and sub-contractors) to you in respect of any breach of the Contract or these Conditions, any use made by you of any of the Goods, or of any product incorporating any of the Goods; any representation, statement or act or omission of the Company including negligence arising under or in connection with the Contract.

9.2 Nothing in these Conditions excludes or limits our liability for death or personal injury caused by our negligence; or under Part 1 of the Consumer Protection Act 1987; or for any matter which it would be illegal for us to exclude or attempt to exclude its liability; or for fraud or fraudulent misrepresentation; or for any liability incurred by you as a result of any breach by us of the condition as to title or the warranty as to quiet possession implied by either section 12 of the Sale of Goods Act 1979 or by section 2 of the Supply of Goods and Services Act 1982. Subject to clauses 9.2 and 9.3:

9.3.1 Our liability for any breach of the Contract or negligent act or omission or any other claim you may have against us relating to the Contract shall be limited to reimbursing the Price (or that part of the Price that has been received by us) together with any reasonable losses, costs and expenses incurred by you as a direct result of our breach of the Contract or negligence or other act or omission.

9.3.2 We will not be liable to you for any pure economic loss, loss of profit, loss of business or depletion of goodwill whether direct or indirect, or for any loss or damage which was not reasonably foreseeable or contemplated by us at the date of the Contract.

9.4 If the performance of our obligations under the Contract is prevented or delayed by any act or omission of yours or your agents, subcontractors, consultants or employees, we shall not be liable for any costs, charges or losses sustained or incurred by you arising directly or indirectly from such prevention or delay.

10 Your Obligations

10.1 In order for us to perform our obligations under the Contract you will, at your expense:



10.1.1 Comply with our reasonable requests relating to the supply of the Goods and the Services, including but not limited to any requests relating to compliance with health and safety rules and regulations;

10.1.2 Provide our employees, with access as reasonably required to washing and toilet facilities at your property;

10.1.3 Prepare and maintain your property for the delivery of the Goods and the supply of the Services (including identifying, monitoring, removing and disposing of any hazardous materials from your property in accordance with all applicable laws, before and during the supply of the Services) and inform us of any such actions that you have carried out; inform us of all health and safety rules

and regulations and any other reasonable security requirements that apply at your property; obtain and maintain all necessary licences and consents, including but not limited to planning permissions, listed building consent, building regulations consent, and comply with all relevant legislation in relation to the supply of the Goods and Services.

10.2 If at your request we manufacture and/or supply the goods and services prior to you obtaining any of the licences or consents referred to in clause 10.1.3, you will have to pay the Price even if any such licences or consents are subsequently not granted.

11 Guarantee

11.1 Any failed glazing will be supplied at our cost under the guarantee period. We reserve the right to charge up to a maximum of £250 plus VAT for the labour and any new materials involved to replace such unit.

11.2 Repairs to existing windows and box frames are guaranteed for 12 months after the date they were first done and only if the customer has had them painted to seal the wood.

11.3 When supplying and fitting new sashes with double glazed units the units are guaranteed for 5 years. For the first year this is free of charge. After that the glass is free of charge to replace but we reserve the right to charge for the labour incurred whilst replacing the units. For any guarantees to be valid the windows must have been fully painted within three months of us fitting them and proof of decorators invoice forwarded to us unless we have painted them ourselves in the workshop before fitting them.

12 Assignment

12.1 We may assign the Contract or any part of it to any person, firm or company provided your rights under the Contract will not change as a result of such assignment. You shall not be entitled to assign the Contract or any part of it without prior written consent from us.

13 Force Majeure

13.1 We will not be in breach of our obligations under the Contract if we are prevented from or delayed in the carrying on of our business or the performance of our obligations under the Contract by any circumstances beyond our reasonable control including, without limitation, acts of God, governmental actions, war or national emergency, acts of terrorism, protests, riot, civil commotion, fire, explosion, flood, epidemic, lock-outs, strikes or other labour disputes (whether or not relating to either party's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials, provided that, if the event in question continues for a continuous period in excess of 60 days, you will be entitled to give notice in writing to us to cancel the Contract.