



Quality Double Glazed Windows Doors, Conservatories & Porches

26 Scholars Road, Broadstairs, Kent. CT10 1FJ

T: 01843 864307 M: 07973 886656

info@door-window.co.uk

www.door-window.co.uk

Terms and Conditions

May we take this opportunity to thank you for placing your order with our Company. Please note that a receipt and CPA deposit guarantee confirmation code will be sent you when your funds have cleared.

After the survey and checking procedure, the manufacturing will commence. When we have received notification for our supplier of expected delivery dates, we will contact you again to arrange a convenient date for installation.

Please note that although or professional installers will carry out the installation with the minimum possible disruption, we advise that the following actions should be taken prior to installation:

- Where applicable, all curtains, blinds, alarm cables or sky television equipment cables should be removed by you prior to commencement.
- Wallpaper and tiling are not covered against damage when removing existing frames.
- The company is not responsible for the refitting of blinds, curtains, lights or alarm cables. Any items that may be compromised due to the height of the windows/doors etc, must be removed prior to installation. If not removed, we cannot be responsible for any damage to these items.
- Although our installers will use covers for carpets and outside areas to catch debris, it is advised that everything possible should be covered to minimize dust, especially electrical equipment, as drilling and cutting of walls (eg Patio Doors) creates dust.
- Any damage to the walls of floors will only be made good to 100 mm from the frames.
- Where windows are being lowered ie. to fit Patio Doors, we advise that you remove any carpets from the room prior to commencement.

Bi-folding Doors and Box Gutters: Following installation, bi-folding door running wheels and the threshold must be kept free from leaves, dirt and debris. The same principle applies to box gutters, including leaves and moss. Should a problem arise due to these issues, the call out will be chargeable at £ 50.00 and an additional £30.00 an hour for any additional works.

Glass/panel choice must be signed for upon order. When ordering patterned glass or panels, confirmation of this choice must be signed for upon order. We cannot be responsible for customers changing their minds or not liking their choice upon installation. Full payment would still be required should unfortunately you not like it when it arrives. An alternative can be ordered however this would be an additional charge.

We look forward to putting the works in hand for you, please do not hesitate to contact us if you have any queries.

Yours sincerely,

Mr Adrian and Lee Cull

Directors

The Door and Window Company Ltd.