COLNE GLASS AND GLAZING

TERMS AND CONDITIONS OF SALE / SERVICE

**ACCEPTANCE OF ORDER** – following the survey the customer has a 7 day cooling off period. Thereafter, if the survey renders the company unable to fulfil the contract at the original price, the customer has 5 days to accept their revised pricing or cancel with a full refund (if applicable). After 7 days the customer will be liable for any manufacturing or other costs that may already have been incurred and will lose their deposit (where applicable).

All products, including equipment, remain property of the company.

**PAYMENT –** a deposit is required upon acceptance of quotation and terms and conditions of business as follows,

£1 - £499 – No Deposit Required

£500 - £999 – 20 % deposit Required.

£1000 - £4999 – 25 % deposit Required

£5000 - £9999 / Conservatories and Conservatory Roofs – 50 % Deposit Required

For Jobs £10,000 and over the company will operate a staged payment system, 40 % Deposit followed by payment during installation and final payment on completion, all payments will be agreed by both parties.

The customer shall not be entitled to withhold payment by reason of any alleged defects. The Company will investigate any defects and rectify to the customers satisfaction.

**PRODUCT SPECIFICATION** – representative samples and brochures will be used to demonstrate a typical product and its composition. Final product will be of the same quality or better as we strive to continually offer better quality products at the same price.

The company will not accept responsibility for any minor glass blemishes or imperfections not covered by manufacturers guarantee.

**INSTALLATIONS** – the customers shall grant the company’s employees reasonable access for taking measurements and for installation.

The company will make good any damage to plaster, rendering or brickwork immediately surrounding windows or door, although we cannot guarantee specialist finishes nor completely avoid, damage to surrounding paintwork, wallpaper tiles etc. The company accepts no liability if damage to decoration occurs,

The company accepts no liability for any structural defects at the property at which the installations are carried out. The customer is responsible for the removal of any fixtures and fittings that would hinder installation. The company will not be held responsible for any defects or potential effects following installation of outsized panes fitted against the companies recommendations.

**GUARANTEES** – all the products we install come with the following manufacturers guarantee, Profile 22 - (all Colours) 10 Years, Maco Shoot bolts - 10 Years, Securistyle Hardware - 10 Years, Cotswold Hinges - 10 Years, Profile 22 Door Locks - 10 Years, Winlock Window Handles - 10 Years, Manufacturing - 10 Years,

Composite Doors - 10 Years, Sealed Units - 10 Years.

This guarantee is void where any repairs are carried out by non-qualified or company accredited personal.

Colne Glass and Glazing

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