



**NORTHDOWN
WINDOWS**

Terms & Conditions



call 07980 304109
email contact@northdownwindows.com
web www.northdownwindows.com

CERTASS
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Interpretation

“The Company”/“We”/“us” shall mean Northdown Windows. We operate the website www.northdownwindows.com

“The Customer”/“the client”/“you” shall mean the person or organisation for whom the Company agreed to carry out the works and/or supply materials.

“Operative/Specialist/Tradesman” shall mean the representative appointed by the Company.

Where we agree to undertake works for a Customer those works shall be performed by the Operative of the Company at its absolute discretion.

1. Estimates/Quotations

- a. All estimates are provided as estimates unless specified as fixed-price jobs. They estimate the likely minimum cost of the work based on the information available at the moment. Please note the price shown on each estimate is only for services/materials included in the estimate/quotation. Any services/supplies that are not mentioned in the estimate/quotation are NOT included in the price.
- b. If any extra work is required by the Client or for any extra work that occurred due to unforeseen circumstances which the Company is not liable for, the price and schedules for these works shall be agreed upon additionally.
- c. Any extra services/supplies are subject to additional charges agreed separately in writing, and additional estimate will be sent. Further confirmation will be required. The final price will be calculated on the basis specified in the estimate.
- d. If any additional ad-hoc work/supply is requested by the Customer on-site or as a result of a last-minute booking, and no written estimates were provided, these additional works/supplies are chargeable in accordance with Northdown Windows rates and fees applicable at the time the works are carried out and may be increased above or reduced below the specified price. All hourly rates are for one operative for one hour.
- e. Quotations/estimates are valid for 30 days unless agreed otherwise in writing, and are subject to availability or resources.
- f. Some of the services might require a site visit/viewing. Following the viewing a written estimate is being sent via email to the client after all the necessary calculations are completed.

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2. Booking Terms

- a. When you make a booking by phone, email, or through the contact us enquiry forms on the Company's website, you acknowledge that you have read, understood and agreed to these terms and conditions.
- b. Once the time and date for an appointment have been agreed, availability has been confirmed and payment has been made, you will be given an arrival window.
- c. Any date(s) mentioned in estimates, either in writing or over the phone, are estimated dates only, and we shall not be in breach of this agreement in case of failing to start or finish work by any date given in estimates.
- d. If the services requested prove to take longer than estimated due to unforeseen circumstances, you will be charged accordingly at a cost that is confirmed with you in advance. The Company will not proceed with the work unless the amended price is confirmed.
- e. Once the work is completed, the operative will ask the Customer to assess the work carried out. When the Customer accepts that the job has been provided to standard, the works' status will be confirmed as completed, and the remaining balance will be paid on completion.

3. Materials

- a. The Company supplies materials/products required for any particular project/job. Additional charge for materials/products supplied is agreed with the Customer in advance and is included in the estimate invoice.
- b. If a part which is supplied by the Company is found to be faulty during the fitting, the operative will exchange/replace it. However, if the fault becomes visible after the job has been completed, should the customer require a further visit for replacement, an additional cost will incur.
- c. The Company accepts no liability in respect of late or non-delivery of materials.
- d. The Company accepts no liability with respect to faulty parts/materials supplied by the Customer.
- e. If parts or materials are supplied by the Customer and the Company deems those are not suitable, the Company reserves the right not to install or use the wrong materials or parts.

4. Customer obligations

- a. The Customer shall provide, upon request, any information the Company reasonably requires to provide the services. Any extra work arising from incomplete or incorrect information you provide will incur additional costs agreed with you in advance.
- b. You will be responsible (at your own cost) for preparing the property for the supply of the services, where necessary, making safe any appliances, removing any items from the areas in the property where the Company will be performing the services, covering any items, furniture or fittings

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which you will not be moving, to protect them from dust or dirt, as well as for securing or removing any valuables, breakables or sentimental items by the date and time when the work is due to commence.

5. Payment Terms

- a. Payment can be made via bank transfer, cash, standing order, direct debit, or by contactless or inserted card. Card payments will incur a 1.75% fee per transaction, with the Customer being liable to pay this.
- b. For projects involving window and doors, 50% deposit is required in advance. The remaining amount is due on the date of completion.
- c. For other projects, 30% deposit is required in advance. The remaining amount is due on the date of completion.
- d. For significantly large projects, such as extensions, the payment of balance in weekly or fortnightly instalments can be arranged in advance.
- e. As soon as an estimate is accepted by the Client and all job details and arrangements are agreed, an invoice will be sent accordingly with the payment term included. Please note, the price shown on each estimate/invoice is only for services/materials included to the estimate/invoice.
- f. If any extra work is required by the Client or for any extra work that occurred due to unforeseen circumstances which the Company is not liable for, the price and schedules for these works shall be agreed upon additionally.
- g. Any extra services/supplies are subject to additional charges agreed separately in writing, and an additional estimate will be sent. Further confirmation will be required. The final price will be calculated on the basis specified in the estimate.
- h. Failure to pay a deposit prior to commencement of the work will result in the job being rescheduled.
- i. Failure to make a payment as per the payment term will result in the job being cancelled immediately without further notice and the works will be rescheduled.
- j. In case of delay to the project caused by the Client, the payment term is not subject to change.
- k. The Customer shall pay all amounts due under the agreement in full without any deduction or withholding except as required by law, and the Customer shall not be entitled to assert any credit, set-off or counterclaim against the Company in order to justify withholding payment of any such amount in whole or in part.
- l. The Company shall not be required to issue or deliver any certificates, guarantees or other similar documents regarding the Works until payment has been made in full.

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6. Cancellation Policy

You have a 14-calendar day period in which to cancel your contract with us, without explanation or penalty, from the day you agree to the sale. This does not include orders which are bespoke or made-to-measure. Returnable goods must be in perfect condition. To cancel your contract, please email us at contact@northdownwindows.com. If your goods need to be returned by freight you will be responsible for the cost of this. If applicable, you will receive your refund within 14 days of us receiving the goods back.

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