

Terms & Conditions

1. BS15doors Ltd (The Company) carries out business only upon and subject to the terms and conditions as set out below. Any amendment/exclusion to the said contract terms, must be accepted by the Company in writing.
2. The Company will complete the contract and effect the installation of the goods as soon as possible, however the Company cannot be held responsible for any loss or damage caused by delays in manufacture or delivery of the goods, because of circumstances beyond the Companies control. Provided that the Company has notified the Customer that the goods are ready for installation within 16 weeks of the date of this contract, then the Customer will be entitled to terminate this contract without any penalty and the Company will return to the Customer, any deposit paid.
3. The Company agrees to install at the address overleaf, the product as shown in the specification, complete and in good working order. Where other contractors are involved, manufacturing will not proceed until all details have been agreed by all parties involved.
4. Product samples are used to demonstrate a typical window and or door and its components. Windows and Doors shown in the schedule overleaf will be measured and manufactured in the way considered suitable by the Company, and the right is reserved for modification and or change. Due to our policy of continual improvement, the specification of all products may change. The Customer will be notified of such changes.
5. The Customer agrees to permit access to the installation address to the Company, its Surveyor's and workmen at reasonable times, so that the Company may complete the installation works.
6. The installation of replacement Windows, External Doors, Patio Doors, French & Bi-folding Doors into the Customer's premises shall be subject to the Companies Surveyors approval. In the event of the Company terminating this agreement after receiving the Surveyor's report, the Company will refund any deposit made by the Customer in full, and without any further obligation on the part of the Company.
7. The Company does not undertake to move services, fixtures or fitting which are ancillary to the basic structure of the property, eg. Radiator pipes, doorbells, electricity, telephone, TV and satellite cables. The Customer shall remove all household fixtures, including curtains, nets and blinds, prior to the installation works. The Company is not responsible for refitting any of the above mentioned items.
8. The Company or its representatives (unless caused by our negligence) will be in no way responsible for any structural defect in the property before or during the installation works. The Company makes no provision for decoration and painting during or after the installation. All decoration works is the Customer's responsibility.
9. The Company offers the Customer a full **ten year** guarantee on all materials and workmanship.
 - 9.1 **This guarantee does not cover any form of condensation, unless the sealed units break down and water forms between the two panes of glass.**
10. All glass used by the Company is the best available, but glass manufacturers will not guarantee against imperfections and the Company cannot be held responsible for such imperfections. Please refer to the GGF Glass Quality of Vision document. Please request a copy if you would like to read this. Toughened safety glass will be used where necessary (as per British Building Regulations)
11. All hermetically sealed units are produced to conform to the Building specification regulation L.
12. The Customer shall not be entitled to cancel this Contract without penalty. If the Customer purports to cancel this Contract before Survey, the Customer agrees to pay the Company
13. All items on this contract will be fabricated only after our Company Surveyor has carried out the detailed survey report, and the 60% deposit has been received, along with the electronically signed contract, and thereafter this Contract **cannot** be cancelled.
14. The Nett 40% balance referred to within the contract, shall be paid on the final day of the installation, and should be by way of debit/credit card, or bank transfer (BACS). The Customer shall be entitled to withhold payment on account for any alleged defect, reducing the amount payable by the cost of the defect, until the defect has been fully resolved.

ALL WINDOWS & DOORS REMAIN THE PROPERTY OF BS15DOORS LTD UNTIL PAID FOR IN FULL.
BALANCE PAYMENT IS DUE ON THE DATE OF INSTALLATION