



**Dorking
Window
Company Ltd**

116 South Street, Dorking, Surrey. RH4 2EW

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Email: admin@dorkingwindows.com

• WINDOWS • DOORS • CONSERVATORIES •

VAT No. 856 1114 39 - Fensa Reg No. 28501

Terms & Conditions of Contract

The Contract

The customer agrees to purchase and have fitted, and the Company agrees to supply and fit the goods as set out in the Estimate.

Access

The customer agrees to give the Company access to their property, with reasonable notice, within 14 days from the date of the Contract or as agreed in writing from the Company.

Liability

Dorking Window Company accept no liability for any wiring or telephone lines which may be intrusive to the installation. It is the customers responsibility to move or arrange access to all areas for installation. We will not accept liability for any damage to wires or cables.

Cancellation.

Cancellation of any order may be made in writing for a period of 7 (seven) days from the date of the offer and any deposit paid will be returned in full. If the customer wishes to cancel after 7 (seven) days, the customer will be subject to charges depending on the cost of manufacture in progress and any other fees that have been paid out by the Company.

Sign Off

The client will be asked to sign off the installation work carried out on the day of completion. Therefore someone with authorisation MUST be available to sign off our job sheet.

Payment terms.

We require a 25% deposit payment of the total invoice amount to process all orders.

A further 50% payment of the total invoice amount is required 1 week prior to the installation date. Once this payment is received the installation date is confirmed.

The final 25% of the total invoice amount is due on completion of work.

All materials to carry out the work remain the property of Dorking Window Company Ltd until balance is paid in full.

Guarantee

A Company Guarantee, subject to conditions shown above, will be forwarded on receipt of any monies outstanding paid in full.

There is also a 10-year insurance backed guarantee by GGFI.

No guarantee is issued on repair work.

GLASS BREAKAGE IS NOT COVERED UNDER THIS GUARANTEE.

By agreeing to this contract you are giving Dorking Window Company permission to use and hold your personal information for the lifetime of any guarantees, which will not exceed 10 years. Personal Data includes title, names, address, phone number, images, and email address, this information will not be shared with any third parties or used for any marketing purposes. However, in relevant cases your information will be passed to FENSA to provide you with further documentation.