

Terms & Conditions

Allard Double Glazing Ltd shall be known as the Company and the Customer shall be the responsible party engaging the services of the Company.

Products:

All glazing will comply with British Standards including the use of safety glass such as is necessary in all critical locations including doors, side panels, patio doors and low-level glazing.

All products supplied are of a very high standard. It is possible that as manufacturers improve their products, what is supplied may vary slightly from samples, but the variations will be an improved product and the quality will not fall below that of samples. We cannot guarantee that printed pictures contained in brochures accurately reflect the colour of products, as such colours may vary slightly from those images.

Double glazing cannot be guaranteed to eliminate condensation, but should reduce the problem should it exist.

Installation:

Removal of items such as curtains, blinds etc. will be the Customers responsibility unless agreed otherwise overleaf.

We will make good affected work areas, but the decoration of these areas will be the Customers responsibility, any specialised external or internal finishes will also be the responsibility of the customer.

We will remove all discarded products from site unless you wish for them to be left for further use.

If necessary sub-contractors will be used to complete this order, this in no way affects your guarantee.

Whilst every effort will be made to complete this order in 6-8 weeks from date of signing, we cannot be held responsible for delays as a direct result of strikes, lock outs, transportation or national disaster.

If after notification of an installation date, which is agreed, the customer requests a delayed installation, we require the outstanding balance to be paid by the original installation date.

If a Customer involves any person or company to carry out any rectification work, payment for such work will be deemed the responsibility of the Customer unless agreed in writing with the Company, in which case we will require specific detailing and total cost before any such agreement will be considered.

Guarantee:

Supplied and Installed Products: 10 Year Product and Workmanship Guarantee. Supply Only: 1 Year Product Guarantee.

If any claim is made on your guarantee which is a result of misuse or abuse, we reserve the right to make a service charge and to charge for materials used. In these cases, you will be advised of any such costs and a signed order will be required before any commencement of work.

Your guarantee comes into effect immediately upon completion of order and any outstanding balances are paid.

Cancellation / Cooling Off:

Supply and installation orders may be cancelled by the Customer for any reason by recorded written notice sent to Unit 3D, Connors Yard, Crowborough, East Sussex, TN6 2AH, provided such notice is received no later than the end of the fourteenth (14th) day following the date of the order; in such case the Customer's deposit shall be refunded in full, less any applicable survey fee.

For the avoidance of doubt, there is no right to early cancellation or cooling off for supply only orders.

The Company reserves the right to cancel this order on surveyor's advice, in which case any deposit money will be returned in full.

Payment:

Full payment is due upon receipt of invoice and must be paid, or made available for collection by the installation team. We accept BACS, cheques and cash.

Late Payment - Consumer Orders

If you do not make payment upon receipt of invoice, we may charge interest to you on the overdue amount at the rate of five percent (5%) above the then current annual base rate of Lloyds Bank plc, calculated daily from the date such payment was due to the date of actual payment. We reserve the right to claim compensation for debt recovery costs. Interest and debt recovery compensation is payable in addition to the overdue amount.

Late Payment - Commercial Orders

We reserve the right to claim statutory interest at 8% above the Bank of England reference rate in force on the date the debt becomes overdue and at any subsequent rate where the reference rate changes and the debt remains unpaid in accordance with the Late Payment of Commercial Debts (Interest) Act 1998. We understand and will exercise our statutory right to claim interest and compensation for debt recovery costs under the late payment legislation if we are not paid according to these terms and conditions.

All products will remain the property of Allard Double Glazing Ltd until outstanding amounts have been paid and cheques cleared.