

SALES TERMS, CONDITIONS AND WARRANTIES

- 1) The full price of the goods (including the V.A.T) as shown on the contract shall be paid in full upon satisfactory completion of the work.
- 2) All goods will remain the property of Fife Windows & Doors Ltd until paid in full.
- 3) Our company undertakes to repair any defect in workmanship within 10 years from the date of invoice. This doesn't affect your statutory rights.
- 4) Any manufacturers warranties in respect of the materials used in the installation will be assigned to the purchaser.
- 5) If the customer is in breach of contract, the company shall be entitled to recover any reasonable loss sustained, thereby, from the customer.
- 6) Every effort is made upon site survey to assess external roughcast or render around existing frames. If there is boss roughcast or render it may be disturbed during the removal of old frames, the company can't be held responsible upon proper execution of the removing of existing windows and or doors.
- 7) Where telephone or alarm cables are attached to or coming through existing window/door frames, our installation teams are happy to take off and reattach alarm connectors or move telephone cables but we cannot accept liability should these items not function properly after doing so unless this is a result of our negligence. If this is of concern, please arrange for a telephone engineer or alarm specialist to carry out these works prior to or during the installation of the windows/doors.

IMPORTANT INFORMATION FOR CUSTOMERS

As the goods that we supply you with are made to your specification, Under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you do not have a right to cancel the contract.

It is our responsibility to supply you with goods that meet your consumer rights. If you have any concerns that we may have not met our legal obligations please contact us.

If you have a complaint against us for any work carried out or goods supplied, then put this in writing to us at our main address as soon as possible. We will aim to resolve the matter quickly. As a member of the Fife Council Trusted Trader scheme we are bound by their consumer dispute resolution process, and if we are unable to reach agreement then the scheme will provide an informal conciliation service, you can contact them on 0333 444 0185 or email complaints@trustedtrader.scot.

Should this process fail to conclude the matter, then you may have the opportunity to take the matter to the schemes Alternative Dispute Resolution provider, who are an impartial independent body. We will abide by their decision.