

General Conditions of Sale

1. GENERAL

The following conditions are applicable except in so far as varied by specific agreement.

2. SPECIFICATIONS AND DRAWINGS

These remain our property and must not be shown or made accessible to third parties without our written consent. Copyright expressly reserved.

3. PRICES

- a) All quotations are based on the exchange rate and the prices for labour and materials ruling at the dates shown, and in the event of variation occurring in these or other items before delivery, the right is reserved to vary our prices to the buyer accordingly.
- b) No agent, salesman or representative has authority to accept orders subject to, or to make, any terms, agreements or conditions other than as herewith specifically set out, nor will we be bound by the same unless confirmed in writing
- c) Additional or extra work requested after an agreement to contract must be the subject of a written quotation and acceptance by the buyer specifying prices. These prices can be different from the price quoted for similar work in the original contract.

4. PAYMENT

- a) Our invoices due for payment on completion unless otherwise agreed
- b) If after 28 days this invoice is not paid in full we reserve the right to charge interest on the outstanding balance at 3% above Bank Base Lending Rate from the date of the Invoice until such time that the account is paid in full.
- c) Payment for equipment will be made by 25% with order and the balance as delivered to site, unless otherwise agreed.
- d) Payment for installation work will be made periodically throughout the life of the contract until completion. The amounts will be calculated on the basis of 90% of the final invoice value and the customer will pay the balance of 10% on completion
- e) Should payment not be made for work done to date or equipment supplied, within a reasonable period from the date of invoice(s) we reserve the right to suspend further work or the supply of further equipment within the contract until such time as payment shall be made. Any such suspension of work or deliveries of material shall not give the customer the right to cancel the agreement nor to claim for compensation

5. DELIVERY

We reserve our right to amend the delivery date:

- a) If the conditions for payment are not observed
- b) If through no fault of our own, we are prevented from carrying out our obligations
- c) If the information needed for the execution of the order has not been supplied to us in time or is the subject of subsequent changes.

Late delivery gives the customer neither the right to cancel the agreement nor to claim for compensation. Damages suffered by our customers can only be claimed if specifically agreed in writing beforehand.

6. RISK IN TRANSIT

Whether or not orders are pre-paid goods are sent at the risk of the customer. Notification of non delivery or damage must be made within seven days for us to obviate resultant damage.

7. SITE CONDITIONS

Should the condition of the site designated for the installation of our equipment be considered by us to be unsatisfactory, whether for the installation of the equipment or for the future operation and maintenance of the equipment. We reserve the right to defer installation until such time as the unsatisfactory conditions have been remedied to our satisfaction. Such deferment shall not give the customer the right to cancel the agreement nor to claim for compensation.

9. GUARANTEE

We guarantee all products for 2 years from the completion of installation, in addition to any manufacturers warranty. If during this period defects in material or workmanship

are discovered we will undertake to replace, free of charge, to repair, or to give credit for the product. Replacement or repair may be effected by us at the place of assembly or we may request the return to us of the faulty parts free of postage. Defects which occur through incorrect handling, excessive use, non-observance of our instructions for assembly or operation or maintenance, or through unauthorised interference are not covered by this guarantee. Products not insurance backed unless stated.

10. OWNERSHIP

Until full payment has been made, the products remain our property notwithstanding installation or annexation. Counterclaims or complaints do not entitle the customer to withhold payment or to settle accounts by "set off".

11. QUOTATION TIME LIMIT

Quotations remain valid for 30 days from the date shown thereon. We reserve the right to requote and amend prices after this time limit has expired.

12. LIMITATION

All quotations are given by the Company on condition that the Company shall not be bound until it has communicated written acceptance of the Customer's orders. In the event of any inconsistency between the terms of the Customer's Order and these Conditions the Customer shall, if he accepts equipment delivered against such order, be deemed to have agreed to these conditions

13. Quotations are subject to our survey.

14. If when executing quoted or estimated alterations/repairs or maintenance, we find there is additional work due to further damage, this will be brought to your attention, together with cost of any necessary additional work and/or materials

15. The total price will be subject to the addition of V.A.T. unless otherwise stated

16. If details given by telephone prove incorrect or incomplete the right to charge cost of necessary additional work or materials is reserved.

17. Free use of Power where necessary is assumed in any quotation/estimate.

18. Unless otherwise agreed the Main contractor/customer will be responsible for unloading and the safe and dry storage of materials not immediately used

19. The carrying and hoisting of materials to correct floor or working area shall if required be the responsibility of the Customer.

20. All work to be done during normal working hours, unless otherwise agreed.

CANCELLATION POLICY

You have the right to cancel within 24 hours of any order being placed with ourselves. Should the cancellation time exceed this limit you will be liable for all reasonable cost incurred (typically 35%).

COMPLAINTS POLICY

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied. To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction. As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards. In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call us on 0117 9602235, or write to us at Kingswood Doors Ltd, 1 Tibberton, Kingswood, S15 4JH, or email us at sales@kingswooddoorsltd.co.uk and we aim to respond within 7 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.