



Terms & Conditions

1. GENERAL

- a) In these conditions the person signing the acceptance agreement or contract is referred to as the Customer and the company who is supplying the products detailed in the schedule is referred to as 'The Company'.
- b) The customer is contracting direct with the company for the supply and installation (where necessary) of the products and services detailed and payments must be paid directly to the company.
- c) The description of the company's products and their effect is set out in the company's current literature which is freely available. No additional representation shall bind the company unless the same has been put into writing by a director. From time to time improvements and changes are made to the company's products. The customer acknowledges and agrees that he shall receive delivery and/or manufacture of products which comply with the company's latest basic design and specification may be affected without notice to the customer provided that the product shall be of equal or greater to the customer.
- d) This contract contains all the terms and conditions agreed between the company and the customer and no variations of these terms and conditions shall bind either party unless previous agreement in writing signed by both the customer and a director of the company.
- e) No omission by the company whether by way of indulgence or otherwise of failure to enforce or delay in enforcing the company's rights here under shall be constructed as a waiver of any of the company's rights.

2. SURVEY

- a) This agreement is subject to a detailed survey being carried out by the company or its agents and the company alone may as a result thereof in its absolute discretion and without ascribing any reason cancel all or part of this contract at any time to the installation commencing.
- b) If it is found during the survey that additional work is necessary which is not covered by this contract to ensure that the completed installation is up to the company's standard then the cost of such additional work will be notified to the customer before the installation commences. If the customer is not prepared to bear this additional cost, then the company reserves the right to vary the terms of its guarantee or to cancel the contract as in 2a.
- c) Building and base works are subject to ground conditions. These are not exposed until work commences, so these works cannot be assessed during survey. For conservatory estimates, our estimate includes for a 600mm deep strip concrete foundation (unless stated otherwise). Should conditions dictate that additional works are required; the customer will be informed of any additional cost. If the customer will not meet the additional cost, the customer must pay for work to date and any re-instatement of the site.
- d) Any building work under planning permission will be constructed to the architects drawings and building regulations passed by the local authority.



3. DELIVERY

- a) The company will use its best endeavours to install the products scheduled within the period quoted to the customer. If the work specified is not completed within this period, the customer may serve a notice on the company requiring that the work be completed within such a reasonable period as the Customer may specify (in general the company would accept six weeks as being reasonable). If the work is not completed within such an extended period, the customer may cancel the uncompleted work covered by this contract by the service of written notice to that effect on the company as its Registered Office
- b) Notwithstanding the foregoing i) the company shall not be liable for any delay that arises from circumstances beyond the reasonable control of the company and in the event that time has been made in the essence of the contract time shall not run during any period when delay on that account is operating and ii) cancellation of any uncompleted work shall be without prejudice to the customers' liability to pay for such part of the work as has been completed.
- c) The property in the products, the title to the products and the ownership of the products shall remain with the company and will not pass to the customer until the total price has been paid to the company. No work will be carried out by the company under the guarantee until the total price has been paid to the company.

4. GUARANTEE

- a) All glass used shall be of good quality, but the company shall be under no liability whatsoever in respect of minor blemishes or imperfections which are not guaranteed by the glass manufacturers (not noticeable at a distance of 2m) Quality Criteria for insulated glass units can be requested from the company office.
- b) The company does not guarantee that the installation of the products specified will affect the incidence of condensation in the building and please see the website for details describing the causes and remedies of condensation. The company does guarantee that condensation will not form between the panes of the double-glazed sealed units during the period of the guarantee, if this does occur this will be covered under the guarantee.
- c) The company undertakes to replace or repair free of charge any hardware product that proves defective as a result of faulty materials or workmanship within the manufacture guarantee. This is stated on the guarantee separately.
- d) Our guarantee is for 10 years against the failure of the framing materials, sealed units or any aspect of the fitting from the above date. Sealed units glazed into UPVC or Aluminium is guaranteed for 10 years.
- e) Notwithstanding the foregoing the company shall not be liable to repair or replace any item which in its opinion has suffered damage due to misuse accident or premature deterioration due to the customer's failure to satisfactorily maintain the product. The principle of fair wear will be applied in all cases. Care guides for products are readily available and it is the customers' responsibility to maintain their products.
- f) These conditions state the full liability of the company in respect of disputes and the company shall not be liable for consequential loss of any nature whatsoever including loss of earnings. No further



guaranteed warranty or representation is given or made as to the products or installation of them by the company or its agents.

- g) Please note that the 10 Year guarantee is non-transferable to third parties (e.g. Homeowners.)
- h) If the customer has a fault with a product they deem to be under guarantee, the customer must present their guarantee to the company in order for the company to raise a service call. Service calls are booked with the companies installers within a reasonable time for non-emergencies.

5. LIABILITY

- a) The company shall not be liable to pay for any work carried out by any other person firm or company engaged by the customer whether by way of rectification completion to or in respect of the contract works to be performed by the company unless such an engagement shall have been agreed by a director of the company in writing.
- b) Liability whether in respect of one claim or in the aggregate arising from the installation of the company's product shall not in any event exceed the cash price stated.

6. INSTALLATION

- a) The company will make good any damage caused in the course of installation to plaster floor rendering or brickwork immediately surrounding any window or door installed by the company but under no circumstances can the company undertake to provide matching ceramic or other tiles or specialised finishes such as Tyrolean or Pebble-dash, nor can the colour of the making good or rendering be guaranteed to match the existing rendering. The repair undertaken by the company will only be to the affected area and may not fully match the existing materials. The company does not provide or apply any decorative finish to such making good.
- b) The company and its servants will do their utmost to keep any damage to a minimum, but it cannot guarantee to avoid damage to wallpaper or paintwork surrounding the installation and any redecoration as a result of such damage shall be the responsibility of the customer.
- c) The company will not be liable for damage of any description arising from the installation or use of the products where such damage is due to defects in the fabric of the building which existed prior to the installation of the company's products whether such damage was detected at survey or not. The company will notify the customer of any such defect if it is thought that the defect will prejudice the performance of the company's products.
- d) Curtain/blind/shutter removal and replacement. It is not part of our costing, unless you have specifically asked us to carry out this work and this is at the customer's discretion. Any damage caused during this process will not be the responsibility of Reflex Elite Limited. If you are concerned after talking to our surveyor about any delicate, expensive or complicated curtains, blinds or pelmets, please contact your installer to carry out the removal and replacement. Reflex Elite Ltd will not be held responsible for damage to curtains or blinds that are present during the installation process.
- e) We wish to make you aware that during replacement work there is a risk of damage to cables run on, or through, frames to be removed. If any damage occurs, you are liable for any resulting costs. You could elect to have the cables removed and replaced by your supplier's. This will involve costs and inconvenience as you could be without these services until the work is complete. (Unless you re-site the cable/s away from the frames). In most cases we think leaving the cables for us to try and re-route behind the new frames is an acceptable risk as usually no damage occurs, but as always, the decision is yours.



- f) Reflex Elite installers will take pictures of all products installed, inside and outside and will provide a walk around upon completion of works with the customer to ensure everything is working satisfactory. The customer is required to sign the works off on completion with the installer and any defects need to be raised in order for the installer to make good before leaving site. If any issues are not raised on completion, this may result in an additional charge for a returning visit.

- g) Any work carried out on new build properties or extensions, Reflex Elite Limited require all openings to be formed upon survey. The company will only finish the product outside the property and it is the customer's responsibility to make good of the inside. The customer will be responsible in providing the company finished floor heights which will include screed finish or timber floors and any finished floor material the customer is installing into that area. Finished floor heights will have discrepancies and may not be fully flush as this will not be present on installation. The installers will fit products 30mm back from the outside brick to the outside of the product unless stated otherwise upon survey.

7. FINANCE AND PAYMENT

- a) It is hereby agreed and declared that the agreement is neither hire purchase nor a credit sales agreement.
- b) Payment of the final balance is due on practical completion and inspection by the customer or its agents or on delivery of the products or any of them in the case of 'Supply Only' contracts. Payment must be by way of Bank Transfer or payment over the phone with a credit card. The customer shall not be entitled to withhold payment by reason for any alleged minor effect which would normally be dealt with under the guarantee. If payment is not made by the customer as above on completion of installation, no FENSA certificates or Guarantees will be issued. Or with "Supply Only" contracts deliveries will not be made.

8. ACCESS

- a) The customer agrees to provide the company with reasonable access to the customer's premises between 8.00am and 5pm on Monday to Saturday.

9. CANCELLATION

- a) Upon signing by the customer, the acceptance document, a binding contract shall be created details which are given, and such contract shall not be subject to cancellation by the customer although the company reserves the right to cancel the contract within the conditions above and in such circumstances alone return any deposit paid in full and without interest. Reflex Elite Limited allows a period of 7 days for cancellation before your order is placed. After this period any deposit payments received will be non-refundable to cover costs of materials and administration.
- b) Without prejudice to its right to claim damages for breach of contract the company may at its sole discretion in appropriate cases agree to the cancellation of a contract by the customer upon payment to the company for all expenses incurred by it prior to the date of cancellation such an agreement to be set in writing and signed by a director of the company and countersigned by the customer.

ALL WINDOWS AND DOORS REMAIN THE PROPERTY OF REFLEX ELITE LIMITED UNTIL **PAYMENT IS MADE IN FULL.**