

## 1<sup>ST</sup> GARAGE DOORS TERMS & CONDITIONS OF SALE

1. Terms are strictly payment to the installer on completion. All cheques must be made payable to 1st Garage Doors.

2. A surcharge of 2% will be levied on credit card transactions for all payments apart from the deposit. There is no charge for Debit cards or direct bank transfers.

3. Quotations /Estimates are valid for thirty days after the date of issue, unless otherwise stated.

4. Prices quoted do not include for the removal of old doors from site or for decoration unless specifically stated.

5. Although every care will taken while carrying out the installation works. No making good to brickwork, pointing, rendering, garage floor, timbers, etc will be undertaken. No allowance unless specified has been included into our estimate cost for any such additional unforeseen costs.

6. Where existing timbers are thought to be unsuitable the client will be informed at the time of the quotation. Any judgement made by our representative involving the use of existing timbers, in fitting a new door is made in good faith and no responsibility is accepted at any time after installation for the continued suitability of existing timbers.

7. 1<sup>st</sup> Garage Doors accepts no responsibility for consequential loss caused by faulty goods or installation. 1<sup>st</sup> Garage Doors liability is limited solely to the repair or replacement of the faulty goods or installation.

8. In a small number of cases a slightly "out of square" condition of an existing opening is only apparent when the door is set within that opening. In such cases our fitter will install the door to operate as efficiently as possible within that opening.

9. When doors are delivered only- and no one is available to sign for the goods delivered any damages/shortages must be reported to us in 2 working days, otherwise no responsibility can be accepted.

10. Should there be any defects caused by installation or otherwise, the customer may retain up to 10% of the contract value until such times the defect this been rectified.

11. All goods supplied remain the property of 1<sup>st</sup> Garage Doors until paid for in full.

12. If any payment is not made on the due date the balance will, without prejudice to any other right or remedy available to 1<sup>st</sup> Garage Doors, become subject to interest on the amount unpaid at rate of the current Bank of England base rate +2%. The customer's

failure to pay the balance upon satisfactory completion will constitute a breach of this agreement. Vat will be payable at the appropriate rate, i.e. that in force at the time the invoice was raised.

13. In the event of cancellation of orders we reserve the right to make any cancellation charge sufficient to cover all expenses and handling and in any event a minimum of 50% of the total order value will be charged

14. All estimates for delivery/installation are given in good faith and will not be the essence of any contract.

15. It is important that clear area is left within the garage before the installation commences, otherwise a charge may be made.

16. GRP doors are individually hand crafted products manufactured to a specific customers orders. Due to the nature product and the hand finishing process used they may occasionally display small blemishes which do not detract from the overall appearance of the product. These are regarded as being within manufactures tolerance when such blemishes are not visible to the naked eye when viewed from a distance of three metres. Similarly wood grain effect products will like the natural material, display colour variations across their surface and colour will vary from door to door. Ordering doors to match helps reduce the variation but will not eradicate it entirely.

17. Marking may occur on either side of a roller or shutter curtain over time due to the rolling nature of operation. This does not affect the performance of the door and is not part of the guarantee.

18. Timber Doors should be finished using a micro-porous stain front and back in accordance with the stain manufactures instructions, immediately after installation.

19. The guarantee period for electric operators excludes batteries, fuses and lamps.

20. 1<sup>st</sup> Garage Doors undertake that if any defect of materials or workmanship appears in any garage door, electric operator or accessory (the goods) supplied by 1<sup>st</sup> Garage Doors within twenty four months of delivery therefore it will, at its sole its discretion either repair or replace the defective item free of charge.

21. Your warranty is conditional on your door and operator being serviced on an annual bases, failure to do this may invalidate your guarantee