

# Park Gate Joinery Co.

## Architectural Joinery & Moulding Manufacturers

### Terms and Conditions

In these terms and conditions:

“The Company” means Park Gate Joinery Co.

“The Customer” means the company or person ordering the goods and named on the estimate and invoice.

Unless otherwise stated or agreed in writing:

- Our estimate is valid for three calendar months from date.
- A 50% deposit is required before any works will commence. No bookings will be accepted unless a deposit has been received by The Company.
- The Customer should make The Company aware of any parking restrictions. If parking permits are required please provide these to The Company on the day of installation. If permits are not available, any parking charges will be added to the final invoice.
- Whilst The Company shall make every effort to supply the goods in accordance with any times stated, time shall not be of the essence in this regard.
- Where there has been a genuine manufacturing error, ie. sizes etc. The Company will investigate and remedy the mistake as it sees fit in order to supply goods to specification. This does not supersede other related terms and The Customer will not be entitled to claim any compensation.
- Any estimate given with regard to waiting times or completion date are only an estimate and, whilst The Company will endeavour to adhere to the times given, they cannot be guaranteed.
- The balance is due upon completion of the work and must be received by The Company within ten working days of the due date.
- If any sums are not paid on the due date then The Company shall have the right to claim interest on the outstanding sum at a rate of 4% over the Barclays bank plc base lending rate from the due date until payment.
- Any goods, joinery or other materials supplied, remain the property of The Company until final payment is received.
- Unless any complaints regarding the quality or quantity of the joinery/glazing etc are received by The Company at the time of delivery/installation thereof, The Customer shall be deemed to have accepted the goods.

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- If The Company does not receive any communication from The Customer regarding any quality or quantity issues within three days of installation The Customer will thereafter have forfeited their right to withhold payment.
- The Company will make every effort to inform The Customer of any extras that may be required, before any work is carried out or any purchases are made, however, if for any reason it is not possible to inform The Customer for whatever reason, then the extras will be authorised as long as they are necessary to allow the work to continue to avoid any costly delays. All extras will be charged for, providing the work or materials are not already included within our estimate.
- Unless an item or a service is included within our written estimate (it is not included and cannot be supplied free of charge) any and all extras will be charged for. If you (the customer) are unsure whether an item or service is included, please bring this to the attention of The Company before any works or services are carried out and The Company will be happy to supply you with the written confirmation.
- The Company will make every effort to ensure that any walls, ceilings and floors etc are protected against disturbance or damage, but if any unforeseen problems occur during the removal or installation of any joinery etc, which results in repairs being necessary to any decorative plaster work or paint work etc, any and all remedial work will be charged for as an extra.
- If our estimate does not specifically include the decoration, repair or re-decoration of any walls, ceilings or joinery etc, then any areas disturbed during removal or installation of any joinery etc will not be decorated or re-decorated free of charge.
- If during the guarantee period it becomes necessary for The Company to carry out any repairs or remedial works to an item of joinery or glazing that is covered by the guarantee, the company will not be responsible for the re-decoration of the item of joinery or the surrounding structure etc. Please note that the guarantee only covers new work, it does not include original structures.
- If you (The Customer) require any changes to be made to the design, or require any item to be to your specific specification, or need to change any other aspect of the work, either prior to or after the work has commenced, it is your responsibility to obtain written confirmation that the changes have been noted or of any charges that will be made for any of the extra work or services. Confirmation should be obtained before any of the works/changes have been carried out, especially if the contract is already underway. Failure to do so will mean that any dispute over the amount charged for any extra work or services requested by The Customer will not entitle The Customer to a discount.
- Unless stated within our estimate, The Company is not responsible for liaising with local authorities or other bodies for planning permission, obtaining Building consents from

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local authorities, obtaining Permission that is required from any interested parties before any works or installation can commence.

- Glazing: No guarantee can be given against scratches to the surface of any glazing unless the problem is brought to The Company's attention at the time of installation.
- Decoration: It is imperative that any items of joinery be decorated without delay after installation, the decoration should be carried out by a competent person or professional contractor, the joinery and decorative finish must then be inspected and maintained at regular intervals.
- The decoration and maintenance must be carried out to a good and professional standard in order to ensure that the joinery does not suffer from the ingress or egress of moisture etc which may cause the damage to the decoration and structure.