

Supply and Fit Terms & Conditions

By paying the deposit, you have read and agreed to our terms and conditions below.

These terms and conditions form the basis of the contract between us, Design Plus London Limited, and you, the Customer named in the order confirmation for the supply and installation of windows and/ or doors to you. You are asked to read these terms and conditions carefully and to retain a copy for future reference.

All our prices are subject to VAT.

Our quotations are estimates only and are subject to site survey and final confirmed specifications.

Our price does not include for removing or disposing of existing windows or doors.

Our price does not include for internal or external making good.

Prices remain open for acceptance for a period of 14 days from the date of estimate. Customers are advised to confirm prices at the time of placing the order.

Where quantities of the windows occur, they have been priced that they are all for the same size. If a lesser quantity is ordered or phased delivery requested there may be an implication on cost.

Our price is for supplying the Products and /or Services as described in our quotation. It does not include for any

unforeseen price increases or any additional Products or Services or Works. These are to be charged accordingly. Design Plus London Limited reserves the right to amend pricing to reflect changes.

Should there be any changes to specification this may incur additional costs. Any changes made after drawing sign off may attract charges and/ or delay delivery dates.

PAYMENT TERMS: 50% upfront on order confirmation + balance payment (50%) prior to delivery and installation. Title of goods does not pass until full payment for the entire order has been received Where the total project value is under £3000.00 + VAT, sum is to be paid in full on order placement.

We will assume that all customers are end users for VAT charge purposes. Should this not be the case and the reverse charge VAT rule applies please inform us in writing or via email.

SITE VISIT

A Site survey includes for 1no. site survey ONLY and drawings for customer approval. Extra visits or surveys outside London will be an additional cost. Should a change in specification require an additional survey this will be charged at our site survey rate for your area.

The Client acknowledges and agrees that a non-refundable site visit and measurement fee is payable prior to the scheduled visit. This fee covers up to two (2) hours of our surveyor's attendance on site, including consultation

regarding the Client's project, discussion of all relevant details, and where feasible, completion of all necessary measurements. The fee applies exclusively to our surveyor's travel time and time spent on site and does not include any parking charges, which, if incurred, shall be payable by the Client.

Payment of the site visit and measurement fee constitutes the Client's unconditional acceptance of this clause. For the avoidance of doubt, the fee is strictly non-refundable, including in circumstances where the Client subsequently decides, for any reason, not to proceed with the order or any further stage of the process.

INSTALLATION

All openings are to be prepared by others.

Openings are to be prepared square, true and plumb. All openings are to be fully prepared by others for the agreed installation date. Ensuring there is a solid substrate to fix new windows or doors to.

Should the opening not be fully prepared for Design Plus London Limited, we reserve the right to cancel the installation. A fee of £650.00 + VAT is payable to cover the cost of our installation team and re-book a new installation date.

Any hoarding or materials blocking installation is to be removed by others prior to installation of windows and doors by Design Plus London Limited. Should Design Plus London Limited be required to prepare the opening for installation this is additional work and is at an additional cost.

Design Plus London Limited will indicate how long the installation will take. Should the install be extended or split into phases due to factors not caused by Design Plus London Limited there will be an additional cost to cover our team. This is charged at £650.00 + VAT per day. This includes any unforeseen works such as removing hoarding, or any alterations to the opening or the frames.

Installation involves fitting windows and doors into prepared openings only. This does not include any internal or external making good, which includes (but is not limited to) painting, decorating, mastic sealing or fitting external trims. It is the responsibility of the client to arrange for these Works to be completed after installation.

Doors/windows and screens are measured to the largest square dimension in any given opening.

Whilst Design Plus London Limited will aim to let the customer know the opening is not fully square it is not always possible. It is the customers responsibility to ensure openings are made square and true.

Should openings not be fully square (i.e. the levels of the floor/walls or ceiling are uneven) and there are uneven gaps around the perimeter it is the Customers responsibility to make good. Any additional trims and fillet pieces required to cover these gaps can be supplied at an additional cost. This is not included in the quote unless specified.

Our fitters will endeavour to fit any internal or external frames/windows and doors without causing any damage to internal or external finishes (this includes/but is not limited to floor finishes, plasterboard, paint work, wall finishes such as

wallpaper etc.) however, this is not always possible. Any making good after installation is to be done by others. Design Plus London assume no responsibility.

Design Plus London Limited are not to be held responsible should any hidden pipe work or electrical cables be damaged or affected during installation. It is the clients' responsibility to advise Design Plus London Limited of the location of any hidden pipes or cabling prior to installation of windows, doors or screens. Should any damage occur Design Plus London Limited cannot be held responsible. It is the clients' responsibility to arrange for any remedy Works.

Design Plus London reserves the right to withhold, postpone, or not carry out any previously scheduled measurement or installation if, at the time of the appointment, it is not reasonably possible to perform the work.

Circumstances that constitute an inability to proceed include, but are not limited to: lack of access to the property or construction site, delays caused by the client or third parties, ongoing works by other contractors in the area required for measurement or installation, or any health and safety risks to our staff. Any obstruction preventing our employees from performing their work will be treated as a postponement, requiring the rescheduling of the appointment. Such rescheduling may result in delays and additional costs, which will be borne by the client. In such cases, Design Plus London shall not be held responsible for any resulting delays, and a new appointment will be scheduled at the earliest available time.

ACCESS

Our quote allows for delivery to ground floor only.

All access is to be arranged by others, unless otherwise specified. All installation above ground floor requires access scaffolding from external and may also require access scaffolding from internal. This is to be arranged by others.

For installations above/below ground level it is the client's responsibility to ensure there is access to safely deliver the Products to the required locations.

Should the opening not be made accessible or safe for Design Plus London Limited, we reserve the right to cancel the installation. A fee of £650.00 + VAT is payable to cover the cost of our installation team and re-book a new installation date.

The Client shall ensure unrestricted and uninterrupted access to the site for the installation team between the hours of 08:00 and 17:00 on working days. Failure to provide such access may result in additional charges arising from delays to the scheduled installation programme and the requirement to return to site at a later, indeterminate date to complete the works.

In such circumstances, where access restrictions cause delays or prevent completion of the works as planned, Design Plus reserves the right to schedule a return visit to complete the remaining works at a date specified by Design Plus. Any

such additional visit shall be subject to additional costs, which shall be borne by the Client.

DRAWINGS

Our drawings are mock ups and intended for illustration purposes only. These are not full technical or manufacturing drawings. Do not scale from our drawings.

Our windows/ doors/ and screens are fully custom made. As such they may differ from our mock up drawings as a result of standardized manufacturing process and requirements and revisions made during fabrication. This is at Design Plus London Limited discretion to apply.

Manufacturing tolerances of +/- 3mm to be allowed on all items.

Design Plus London Limited standard tolerances to apply from openings:

Internal Items: 5mm to sides (10mm overall to width) and 5mm to head.

External Items: 10mm to sides (20mm overall to width) and 5mm to head.

These allowances are taken from the largest square in the opening. Should the opening not be prepared level or true this may result in larger gaps. These gaps are to be filled and made good by others.

Should the Customer require different tolerances this is at the Customers liability. Design Plus London Limited take no

responsibility in sizes should windows, doors and screens not fit into aperture.

Where openings are not fully prepared for survey and tolerances have been allowed for Floor, Wall and Ceiling finishes, Design Plus London Limited rely fully on the measurements provided by clients or main contractor or builder. Design Plus London Limited do not take any responsibility should there be any errors resulting from incorrect measurements or miscommunication of measurements. Drawings will be sent for the Customer to sign and confirm all details and sizes prior to manufacture.

Doors/windows and screens are measured to the largest square dimension in any given opening.

Whilst Design Plus London Limited will aim to let the customer know the opening is not fully square this is not always possible. It is the customers responsibility to ensure openings are made square and true. Design Plus London Limited assume no responsibility for the opening being out of level and for uneven gaps around the perimeter of the new doors. Should openings not be fully square (i.e. the levels of the floor/walls or ceiling are uneven) and there are uneven gaps around the perimeter it is the Customers responsibility to make good after installation. Any additional mastic or silicone work, trims and fillet pieces required to cover these gaps can be supplied at an additional cost. This is not included in the quote unless specified.

DELIVERY and WORKING LOCATIONS

Design plus London Limited fit windows/doors and screens UK wide.

Supply only and Supply and Installation is priced for London only, unless otherwise specified.

Projects outside London will incur additional costs to cover travel expenses.

Site surveys (within London area) are charged at £250.00 + VAT. Surveys outside the London area may incur additional cost. All site surveys are non-refundable. Changes requiring an additional site survey are chargeable.

LEAD TIMES

Our standard lead times are estimates only and begin from receipt of initial payment & once drawings and checklist and all relevant details and sizes are confirmed by the client. However, as this is a bespoke product **THIS IS NOT FIXED** and is subject to change.

All doors, windows, and related products supplied by Design Plus London are fully bespoke and custom-made. Any production or delivery timescales provided to the Client whether verbally or in writing are strictly approximate, indicative, and non-binding. These timelines are estimates only and do not constitute guaranteed or fixed deadlines. The Client acknowledges that actual production timeframes may vary and may be extended due to factors beyond the reasonable control of Design Plus London. Such factors may include, but are not limited to, material availability, supplier or

fabrication delays, manufacturing constraints, technical or design complexities, transport issues, or any other unforeseen circumstances impacting the production process.

Design Plus London shall not be held liable for any loss, cost, expense, damage, or claim arising from delays in production or delivery. Under no circumstances shall any delay regardless of length entitle the Client to cancel the order, refuse or withhold payment, request a refund, or seek compensation. Any extension of the production period does not constitute a breach of contract.

Design Plus London will use reasonable efforts to complete all bespoke orders as soon as practicably possible; however, the Client expressly acknowledges and accepts the flexible nature of custom manufacturing schedules and agrees that all quoted timeframes are estimates only.

Whilst we endeavour to ensure the Products and /or Services are delivered within the agreed time frame, our manufacturing process relies heavily on external suppliers and there may be events beyond our control that delay delivery.

SUPPLY ONLY

Supply Only prices do not include for the supply of fixings, glazing tapes, adhesives or fixing lugs. Metal trims and metal sills are not included for. Should any of these be required they will be charged as an extra.

As each item is bespoke made any assistance required by the customer to fit doors/windows after delivery will be chargeable. Any defect must be reported to Design Plus

London Limited upon collection of doors, or delivery of doors to site.

If you choose to provide your own manufacturing specification and dimensions for the Products, we are not responsible for any difference in the dimensions that occur before the products are installed. Examples of this include (but are not limited to) changes in the floor or wall build-up dimensions during general construction of the opening.

OVERSIZED DOORS AND WINDOWS

Where we have priced for XL windows and doors that exceed the maximum size recommended by profile manufacturers, we will quote and supply as requested. Please note that the client assumes full responsibility as we cannot guarantee long term operation.

FIRE SPECIFICATION DOORS AND SCREENS

Fire specification doors will be manufactured to the same specification as the 30 minute fire integrity tests carried out. However, doors and screens are highly customisable. As such we are unable to provide formal certification for doors/screens as they are all manufactured to bespoke sizes. We will provide extracts from the fire test documents as evidence of testing and results. We advise these are sent to your Building Control / fire officer for approval prior to placing an order.

Fire requirements differ on each project. We strongly advise all customers to obtain prior approval by your Building Control officer for the fire specification items before placing an order.

It remains the **full responsibility of the client** to ensure the products' suitability for their project needs. Design Plus London Limited assume no liability for the suitability of the product.

SUPPLY ONLY FIRE SPECIFICATION DOORS AND SCREENS

Fire-rated items will be supplied complete with all necessary components. Please note that if any components are omitted during installation, the fire rating of the doors will be invalidated, and the associated fire test documentation will no longer apply.

INSPECTION OF PRODUCT

Design Plus London Limited take the utmost care to ensure supplied products are to a high quality and standard. All jobs must be inspected and signed off on the day of installation by the client.

Upon inspecting the product after final installation, please stand no less than 2 metres away to inspect frames and glazing. Any imperfections visible from less than 2 metres do not qualify for replacement. The industry standard on frames and glazing is from no less than 3 metres away from the product or glazing.

Defects must be reported within 24 hours of installation of product. If the installation is outside London, this must be reported immediately on handover.

Our doors and windows are bespoke made, by hand. As such there will be evidence of this workmanship in every unit made. This is the beauty of the hand made product we supply. This may manifest itself in signs of welding, cutting, polishing and grinding. Design Plus London Limited endeavours to provide the highest quality doors and windows, however it is not possible to eliminate these signs of workmanship. We advise that all customers visit us to view the product before placing an order. Design Plus London Limited does not consider these signs to be imperfections in the product.

REFUNDS

Our prices include for 1no. site survey (where specified), drawings, delivery, and installation. Once the project has been confirmed and materials have been processed the initial 50% payment is non-refundable. Should a refund be agreed before steel/ aluminium or materials are processed the initial 50% payment is refundable less any work completed to date, £250.00 + VAT per site visit (in London), and £250.00 + VAT for drawings are issued.

OUR GUARANTEE

All our steel and aluminium products are custom made. Design Plus London Limited give a 5 year guarantee on window & door frames in both galvanised and powder coated finishes against any failure of welded joints from the date of installation.

Glass sealed units are guaranteed for a period of no longer than 2 years after the installation date (i.e. misting between panes).

Locking mechanisms, hinges, letterboxes and all metallic moving parts are guaranteed for 1-year subject to regular maintenance by the client.

Locking mechanisms are not guaranteed against damage caused by improper use.

Locking mechanisms and door operation is not guaranteed against failure due to weather implications such as being iced/frozen closed, swelling due to extreme heat or keys frozen into locks etc.

All guarantees are given in good faith. However, if it is deemed after a visit from a company representative that our product has been misused, tampered or damaged in any way, we will render the guarantee null and void, leaving any remedial work to be carried out at a pre-arranged fee, which shall be payable before any work commences.

No guarantee will be given until the balance is cleared in full.

What is not covered:

Damage caused by misuse, neglect, or alterations made by anyone other than our authorised personnel.

Cosmetic decoration/painting to ironmongery, handles, letter plates, locks, door knockers and door handles etc. is not covered by this guarantee.

No guarantee whatsoever is given against the event of breakages.

Failure of frames or double-glazed units that have not been correctly maintained or installed incorrectly by other contractors (excluding Design Plus London Limited).

No guarantee whatsoever is given against the event of condensation (this applies to both non thermal break and thermal break profiles).

Normal wear and tear, including but not limited to fading, discoloration, or damage due to weather conditions.

Any scratches, cracks or alike must be reported within 24 hours of installation in order to be a valid claim against this guarantee.

For installation out of London this must be immediately upon completion of the installation.