

## Terms and Conditions

1. In these terms of conditions 'the company' means Frame Fast (Uk) Ltd which are registered business at Frame Fast House, Ascot Drive, Derby, DE24 8ST. The 'customer' refers to the name on the billing details of the order confirmation.
2. All orders placed on line are a binding contract between the customer and the company. When the customer places the order through the checkout point, the customer is agreeing to the terms and conditions and the company and the customer are bound by these conditions.
3. Cancellation:
  1. The statutory period of seven days does not apply as all products are bespoke to your order. Cancellation or change of order will only be accepted up to three days after the order has been placed. After that date no refund will be given.
  2. The company is not responsible for the customer selecting incorrect products of any category or any errors due to misinterpretation of the web site.
  3. The company does not offer a returns policy.
4. Delivery Conditions:
  1. Delivery will be to such places in the United Kingdom, as specified by the customer in the delivery details contained in the order or failing instructions to the customers billing address
  2. The delivery is liable for charge, which will be agreed by the company with the customer and confirmed in the confirmation of the order.
  3. The delivery date will be arranged by the company with the customer. The customer will need to contact the company 48 hours in advance of the delivery for cancellation.

4. While the company will use its best endeavours to comply with any delivery date, it cannot be responsible for any loss or damage whatsoever, caused by late delivery.
5. The customer shall be responsible for unloading the goods at the point of delivery.
6. The delivery is deemed to be at the roadside of the delivery address stated on the order.
7. Parking restrictions must be made aware to the company at the time of the agreement of delivery.
8. The customer is responsible to provide availability for parking this includes parking permit, meter or parking fees.
9. The delivery must be signed for by an adult over 18 years old.
10. All goods when received will be deemed delivered in good order unless stated at the time of delivery. No claims will be entertained after the day of delivery for damaged or missing articles.
11. If the company attempts to deliver the goods and the customer as not permitted for delivery, the customer will be subjected to pay the original delivery cost again.
12. At no time is the delivery time the essence of the contract and Frame Fast (uk) Ltd will not accept any claim in relation to a delayed delivery.
13. All quoted delivery times are subject to specific products ordered and subject to change.

## 5. Supplying goods only:

1. The company is NOT responsible for the installation or instruction of how to install the products supplied
2. When ordering any products from the company the customer agrees that they or their installer will install and maintain all the products and have a good understanding of either carpentry, window and door installation or are in the construction industry.
3. Site inspection can be requested by the customer to ascertain any claim against the warranty or third party issues in relation to products supplied, this will only be undertaken at the pre-paid fee of two hundred and fifty pounds for mainland England and three hundred and fifty pounds for any other area of the UK. If the claim against the warranty is valid the cost of the inspection will be fully refunded. If the company does not accept the claim a written report will be provided and the customer agrees to forfeit the inspection fee without question. This does not affect your statutory rights. Upon inspection the company at no time will carry out any work or labour.

6. Handle colours may vary in colour, handles will be set depending on the door figuration. The company reserves the right to modify or change the design of all handles and hinges handles without notification.

## 7. Guarantee as follows:

1. Aluminium bi-fold frame 10 years
2. Powder Coating 10 years
3. Sealed Units 5 Years

#### 4. Hardware 1 Year

8. All claims against warranty must be made in writing to [info@framefastuk.com](mailto:info@framefastuk.com). You must provide your order number, Name and full address. All claims will be responded to within three working days. We do not offer an emergency response and are not responsible for any financial or consequential loss.
9. All guarantees are for parts only no labour.
10. The warranty is not transferable.
11. Low Threshold doors do not offer the same weather performance to the bottom of the door as standard rebated thresholds.
12. Standard rebated thresholds are weather rated but should not be fitted in extremely exposed elevation or when adjacent to coastal areas. Claims against poor weather performance will not be accepted when installed outside the above guidelines.
13. All folding doors should have a suitable steel or catnic lintel fitted above the head of the frame.
14. All folding doors are to have no more or less than an eight to fifteen millimetre gap around the frame when installed. Outside of these tolerances the performance of the door is not guaranteed, the warranty void and at the customer's own risk.
15. The customer is responsible for conforming to all current planning and building regulations of the relevant local authority.