

Just Value Doors Terms & Conditions 2012/13

Under these conditions, the Company (Just Value Doors) agree to supply you (the customer) with the goods shown in the schedule.

The information contained on this website is for general guidance only. The Company makes every effort to ensure that the information and advice on this website is accurate, however it is not comprehensive. Accordingly, the information and advice offered on this

website should not be relied upon, and expert advice should be sought from an appropriate professional. The Company reserves the right to change or update any website

content, prices or products at any time without prior notice. Imagery used on the website is for

illustrative purposes only. The colour and appearance of actual products may differ from those

items shown on this website. All images, descriptive matter, specifications and advertising on our

site are for the sole purpose of giving an approximate description of the goods. Full detailed

specifications are available from the Company. All information on the website should be as accurate and up to date as possible. However, the Company cannot guarantee the reliability or the

accuracy of the information contained within its pages. All the actions taken by the user of the

website are the responsibility of the individual. All prices are subject to change without prior notice.

We are under no obligation to provide the product to you at the incorrect (lower) price, even after

we have sent you an order confirmation e-mail.

ORDERING

All dimensions are to be supplied in Metric and all designs are viewed as from OUTSIDE. Any sizes given should include the frame, sill and any frame extenders/add ons required. Upon receipt of your order and payment, confirmation will be emailed. At this stage you

can make any amendments to your order if needed. Your order will not go into product until you

have agreed to our terms and conditions.

PAYMENT

We accept all major credit and debit cards including Visa, Master card, Maestro & Solo. On the order you must provide us with your exact billing address and telephone number - the address and phone number your credit card bank has on file for you.

Incorrect information will cause a delay in processing your order. Your order will only be processed once authorisation of your card has been properly received.

CANCELLATION & REFUNDS

Should the customer need to change any detail of the order, after manufacturing has commenced.

(after the customer has read and agreed to our terms and conditions) The Company reserves the

right to make a charge for reasonable costs involved. If the

customer wants to cancel their order after manufacturing has commenced. (after the customer has

read and agreed to our terms and conditions) The full amount will still be chargeable. The

Company reserves the right to cancel any order without prior notice. We will contact you and tell you about any cancellation within 10 days of us receiving the order. If we cancel the contract, we will refund the amount in full and any other payments you have made under the contract but we will have no further liability to you. In the event a product is listed at an incorrect price due to typographical error or error in pricing information, we shall have the right to refuse or cancel any orders listed at the incorrect price whether or not the order has been confirmed. All products and services are subject to availability and may be withdrawn at any time. If we do not supply the goods for any reason we will not charge you for these and we will refund any money already paid for them. However, we will not be responsible for compensating you for any other losses you may suffer if we do not supply the goods.

DELIVERY

ANY TIME OR DATE SPECIFIED BY THE COMPANY AS THE TIME AT WHICH OR DATE ON WHICH GOODS WILL BE DELIVERED IS GIVEN IN GOOD FAITH BUT IS GIVEN AND INTENDED AS A PROVISION ONLY AND THE COMPANY SHALL NOT BE LIABLE FOR ANY LOSS, DAMAGE OR EXPENSE ARISING FROM DELAY IN DELIVERY AND/OR INSTALLATION.

The Company generally offers a 5 -15 working day lead-time. The Company will do all it reasonably can to meet the delivery period advised to you. In the case of unforeseen circumstances beyond our reasonable controls such as weather, traffic or machinery and vehicle breakdown, we shall contact you and agree an alternative date. We will try our best to meet the outlined delivery schedule but shall not be responsible for any failure to deliver ordered products within these stated time frames. Your order will need to be signed for, if we can't deliver because the driver can not obtain a signature, we may charge for redelivery.

DAMAGE ON DELIVERY:

You must to be present at time of delivery to check for damage. It is your responsibility to unwrap and check your double glazing for any sign of damage 'BEFORE' you sign for your delivery. You must ask the delivery contractor to wait while you check. If there is damage to your order, you should refuse delivery, and the company will remake any damaged parts and re-deliver your order free of charge. Any damages reported after you have signed for the delivery will not be accepted, and re-makes will be chargeable. The delivery contractor will not take away packaging material.

SHROTAGES:

It is your responsibility to sign for the correct number of items as shown on the delivery consignment note. Any shortages must be notified to the driver before you sign for the delivery.

INCORRECT GOODS:

It is your responsibility to notify us of any incorrect goods supplied within the reasonable

time of

48 hours of delivery. Any wrongly supplied goods that are notified to us after this time will not be

accepted and incur a charge to rectify.

RISK IN GOODS:

Risk in the goods sold passes to you on delivery. Due to insurance guidelines, delivery personnel

are unable to enter private residences. The recipient of the goods is responsible for any additional

lifting once the initial delivery has been made. We recommend that you do not book fitters until

your order has been received and checked.

DIY INSTALLATION

ALL WINDOWS AND DOORS ARE CHECKED BEFORE THEY LEAVE THE FACTORY. HOWEVER, PLEASE CHECK YOUR GOODS TO ENSURE THEY ARE THE CORRECT SIZE AND STYLE, AND OPERATE EASILY. TO ENSURE A PROPER TEST ON SIDE HINGED OPENERS, INCLUDING DOORS, LAY THE FRAME FLAT HORIZONTALLY TO TEST OPERATION. IF YOU ARE UNHAPPY WITH ANY PART OF AN ITEM SUPPLIED DO NOT BEGIN THE INSTALLATION! CONTACT US ON 0845 0949 159 .

ANY SHORTAGES OR DAMAGES MUST BE REPORTED WITHIN 48 HOURS OF YOUR DELIVERY DATE. ANY ITEMS REPORTED MISSING OR

DAMAGED AFTER THIS TIME WILL BE DEEMED CHARGEABLE. We cannot

accept return of goods that are damaged after delivery where this is due to the negligence of the customer, the customer's installation contractor or other third party.

We recommend that a competent or qualified person carries out the installation of goods supplied. It is well recognised that over 90% of remedial work is due to incorrect installation.

If a service call is requested and the door is found not to be toe & heeled or correctly installed,

there will be a charge of £350+vat Always check the size of your new framework against your old

frame before removing old frame. It is your responsibility to choose the appropriate product based

upon the information contained on our web site. If you are in any doubt as to which product to

order then contact us. A product cannot be returned when it is subsequently found to be unsuitable

for any reason, such as (but not limited to):

- the dimensions of the product are too large to fit in the intended position.

- your door is in poor working order due to improper handling.

INSTALLATIONS CARRIED OUT BY US (the company)

After an installation has been carried out by one of our installation teams you will be

asked to sign to say that the installation is correct and to your satisfaction. The outstanding balance is due immediately upon completion. IF PAYMENT IS NOT RECEIVED WITHIN THE REASONABLE TIME OF 7 DAYS FROM THE DATE OF INSTALLATION THE DEBT WILL BE IMMEDIATELY PASSED TO A DEBT COLLECTION AGENCY AND LEGAL ACTION WILL COMMENCE.

It is your responsibility to find out if you need planning permission or building regulations approval for the goods. We will not be liable for any costs, expenses, loss, or claims for compensation or any other liability arising directly or indirectly as a result of you not getting planning permission or building regulations approval. We offer

replacement services on parts that fall under guarantee, if a part fails you can contact us on the details below and we will arrange for an engineers visit free of charge. We may use a third party to rectify any problems we are liable for, but will not accept any third party claim not authorised by us or be held responsible for such.

REPLACEMENTS (For supplied DIY doors and windows)

STEP 1 of 2

If you the customer find the supplied goods not to be to satisfaction, we will need photographic evidence of this which should be sent to us. After the examination, and if a fault is found we will replace the goods free of charge. If we find the goods to be in good condition from the photos we will consider the case closed. If you are still unsatisfied please see step 2.

STEP 2 of 2

Just Value Doors work on a strictly credit on return basis, to follow is an explanation of this. Credit on return explained: In order for replacement goods to be supplied the faulty part

must be returned to Just Value Doors at the expense of the customer. When the part has been

inspected by us and found to be faulty you will then be given credit to the amount of the part and all

postage will be covered upon receipt of proof of postage.

If the goods need to be supplied prior to the return then the customer must pay in full for the new part. If after examination the goods are found to be satisfactory and as ordered by you

the customer, the good can be sent back to the customer at their expense and no refund we be

given.

REPLACEMENTS (For installed door by us)

Please see our guarantee for details on what the guarantee covers. If a fault is reported a home survey will be required. Any fault due to mechanical breakdown or workmanship will be

fixed or replaced free of charge. If at the survey there is no fault to be reported there will be a £250

chargeable amount due to us. Also if the fault falls into the "fair wear

and tear category" (see guarantee) the £250 charge will also apply. A new part can be ordered at this point however another home survey charge will be chargeable to come

back and fit the part. If on the survey the door/window has incurred a excessive amount of force or misuse the £250 fee will be chargeable and the new part can be

ordered but another home visit charge will apply to fit the part.

COOLING OFF PERIOD (installation service only)

You have a 7 day cooling off period from placing your order (after parting with a 25% deposit) in which to cancel your order. Please bare in mind this will slowdown the order process by

7 days. We will always waiver this cooling off period as our installations are carried out within just

10 working days by default. If you would like your order to be held and for the cooling off period to

apply, your order will be held for 7 days before going into production. You will need to specify this

to us at time of order if you would like your cooling off period to apply. To cancel your order you can

contact us via any of the following methods below: For all correspondence you can contact us via

the following methods:

Write to us at:

Just Value Doors

Unit 3A Connors Yard

Crowborough

East Sussex

TN6 2AH

Office: 0845 0949 159

Fax: 0845 0949 033

Out Of Hours: 0345 145 2597

E-mail: info@justvaluedoors.com