

Distinction Windows Ltd. - Terms and conditions

1. Definitions

- **Company:** Distinction Windows Ltd
- **Customer:** The purchaser named on the order form
- **Goods:** Products supplied under this agreement, which are custom-made and cannot be resold elsewhere

Substantial Completion: Installation is complete except for minor works that do not affect usability

2. Terms of Payment

- Full balance is payable immediately upon substantial completion of installation
- If minor works remain, the customer may withhold up to 5% of the contract price
- Late payments incur interest at 2.5% per month from the completion date until paid
 - Payments can be made by:
 - Cash or cheque payable to Distinction Windows Ltd
 - Bank transfer (BACS) – contact us for details

Credit accounts are subject to prior approval and satisfactory business references

3. Scope of Works

- Customers confirm acceptance by replying to the emailed or written quote. This forms a binding agreement, and work starts only after confirmation and any deposit are received.
- Work is limited to what is stated on the quote. Verbal agreements are not valid unless confirmed in writing
- After survey, the Company may modify specifications for product improvement or cancel the agreement if necessary
- Quoted prices assume the structural integrity of openings. Any required building work or repairs will be chargeable

Customer Responsibility: Ensure planning permission, Building Regulations approval, or Listed Building consent is obtained where required

4. Variation of Conditions

Any changes to these terms must be agreed in writing by the Company

5. Time of Performance

- **Company:** Delivery and installation dates are estimates and may be affected by weather or unforeseen delays

Customer: Must provide free access for installation. If access is not given within 30 days of notification, full payment becomes due within 7 days

6. Passing of Property

Goods remain the property of the Company until paid for in full

7. Additional Work

- The Company does not move pipes, wiring, or fixtures unless agreed in writing
- We will make good any damage to plaster, brickwork, or rendering immediately surrounding the installation but cannot guarantee against superficial damage to wallpaper, paint, tiles or room furniture

Waste materials will be disposed of in compliance with regulations under our Waste Carrier License (CB/RM3687XB)

8. Customer Responsibilities

Provide electricity supply for installation. If unavailable, costs for generator hire will be charged

9. Cleaning & Maintenance

- Clean frames with warm soapy water every 6 months
 - Oil hardware (hinges, handles) twice a year
- Failure to maintain may void the guarantee

10. Guarantees

Product	Guarantee Period
PVCu & Aluminum frames	10 years
Foiled frames	5 years
Timber frames	5 years
Hardware & installation materials	12 months
Sealed units	5 years (minor imperfections excluded)
Colored glass film	12 months
Roofline & conservatory roofs	5 years
Building work	12 months
Repairs to existing products	No Warranty

Exceptions: Normal wear and tear, misuse, neglect, or failure to maintain as recommended. Guarantee is not transferable without written consent

Customer must notify faults in writing within 1 month of discovery

11. Conservatory Tile-Effect Roofs

- High-quality lightweight tiles comply with building regulations
- Improves thermal efficiency but does not guarantee specific temperature control
- Structural suitability will be assessed; structural calculations and additional reinforcement if requested costs are chargeable
- Building control approval available on request via Building Control Company and is chargeable
- Customer is responsible for planning permission and compliance
- Roof system guaranteed for 5 years (excluding misuse or lack of maintenance)

Extended warranties available from Metrotile and Velux (customer must register directly)

12. FENSA Compliance

- Distinction Windows Ltd is a FENSA registered installer (No. 23405)
- FENSA certificate will be issued after installation and must be retained for property sale

Independent insurance-backed guarantee available via Insured Windows Guarantee (Membership No. 1052)

13. Cancellation

- Customer may cancel within 7 days of signing by written notice (email + phone confirmation recommended)
 - After 7 days, cancellation charges apply:
 - Before manufacture: 25%
 - During manufacture: 60%
 - After manufacture: 90%

Charges reflect costs of custom manufacturing

14. Complaints Procedure

- Notify us in writing as soon as possible
- We will respond within 5 working days and agree a remedial action plan

If unresolved, you may escalate to FENSA or an independent ombudsman

15. Legal

- This agreement is governed by the laws of England and Wales
 - Nothing in these terms affects your statutory rights
- Force Majeure: The Company is not liable for delays caused by events beyond its control (e.g., extreme weather, strikes)