

Terms and Conditions

All orders placed on-line, in writing, by e-mail, telephone, fax or in person will be subject to these terms and conditions and will constitute the contract for the provision of goods between Heritage Windows and Building Services (Heritage Windows) and the customer.

Price

The price for the goods will be the price quoted by Heritage Windows based on a quote request received from the customer. All prices are in pounds (£) sterling, inclusive of VAT and delivery (unless otherwise stated).

The price quoted will be valid for 30 days.

The company will only accept orders by receiving an order confirmation from the Customer. This will constitute acceptance of the contract price.

Heritage Windows reserve the right to refuse any orders placed by the customer. If the order is accepted we will send an e-mail confirming acceptance of the order.

Payment

All goods ordered must be paid for in full at the time of ordering unless otherwise agreed in writing with Heritage Windows.

You may pay by Credit or Debit Card (excluding American Express, Diners), Cash, Cheque, Direct Bank Transfer or Bankers Draft. In the case of a Cheque, Direct Bank Transfer or Bankers Draft, the goods will only be dispatched once the funds have cleared Heritage Windows bank account.

Delivery

We only deliver to mainland UK. Delivery will be no longer than 10 working days from receipt of a cleared payment. Any delivery dates quoted will be approximate, and Heritage Windows will not be liable for any delays in delivery.

We will deliver the goods direct to the address specified when the order is submitted.

The delivery date will be dependent upon receipt of all the necessary information required to process the order. Any delays in receiving this information or any changes to the specification of the door may result in a delay in delivery.

The goods should be checked upon delivery for any defects or damages. Heritage Windows will not accept any liability for the loss, damage or destruction of the goods after they have been delivered.

Returns

Doors will be produced to the customer's specification. Please ensure that all the details are provided in the order and that they are correct, such as door size, glazing preference and door furniture, as we cannot accept returns if the door has been delivered to the exact specification.

The only occasion we will accept returns is if the door delivered differs from the customer's specification.

If we have to make any changes to your order we will advise you in advance to give you the opportunity to cancel.

Cancellations

The customer does have the right to cancel an order, however if production has already started the customer will be liable for any costs incurred by Heritage Windows.

Guarantees

All the Composite Doors come with a 10 year manufacturer's guarantee. The guarantee covers against discolouration, warping and cracking, along with the hardware and glass units.

The guarantee is subject to the door being maintained in accordance with the manufacturers care guidelines.

Customer Services

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Flintshire
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