

10 year manufactures guarantee Right price PVCu Limited
Terms and conditions

Trade Customers only.

- A) All goods must be ordered in our factory with a contract completed, carefully checked and signed by customer. Once signed any remarks etc will be rectified with an additional charge to the customer.
- B) A deposit or payment in full will be required at time of ordering. The balance will be required at time of collection/delivery.
- C) Once goods leave the factory or, off loaded from van they are at risk of the customer. Please ensure all goods are checked on collection/delivery, if problem arises after that time a charge will be levied for any replacement goods.
- D) Collection/delivery times may vary but right price will endeavour to manufacture goods within specified time.
- E) Any variations/alterations must be received by right price within 24 hours of receipt of order. Thereafter all changes will be charged for.
- F) Any variations/alterations given by telephone will be at customer's risk: No responsibility will be accepted by wrongly interperated instructions.
- G) All frames comply with government legislation. However, it is the responsibility of the householder/company carrying out the installation to provide us with adequate information and register the work with fensa or local authority.

Retail customers only:

- A) Contract forms/guarantee must be checked and signed by customer, with a deposit of at least 25% of the Gross amount.
- B) A site survey will be carried out after the order has been placed. Any alterations must be notified at that time. If changes are made thereafter, an additional charge may be levied to the customer.
- C) Right price reserve the right to change any fitting dates due to unforeseen circumstances.
- D) Our ten year manufactures product guarantee commences once goods are installed and payment is received in full.
- E) Your installation will be registered with FENSA on completion of works and full payment is received. You will receive a certificate on completion of works which conforms to government legislation.
- F) Additional works carried out on site on request of customer and further to the contract will incur an additional cost to the customer.
- G) Payment in full is required on day of completion. Please ensure all monies needing to be transferred ECT are made prior to our visit.
- H) The customer shall grant access for the purpose of carrying out work specified.
- I) Right price will endeavour to match existing finishes, but will not be liable for none matching due to weathering of existing material. Right price shall render most finishes in one coat sand and cement and purchases shall be responsible for specialist finishes where PVC trims are not used.
- J) It is the customers responsibility to remove and re-instate any alarm sensors cabling etc, prior to and on completion of any installation. Right price recommends a qualified alarm engineer to test and commission any alarm once the installation has been completed.
- K) Right Price will not remove any electrical cables or alarm cables.
- L) Right price reserve the right to move any fitting date due to un-foreseen circumstances, we aim to install all works within 12 weeks of signing contract, this however can extend due the above.

Guarantee:

- A) Subject to payment in full of the price the supplier warrants that:
 - B) The installation will be undertaken with reasonable care and skill by suitably qualified tradesman in accordance with the order.
 - C) The goods materials supplied will be in accordance with the order.
 - D) Any white PVCu woodgrain and oak goods are guaranteed by the manufacturer for ten years normal wear and tear.
 - E) Glass is guaranteed for 10 years on normal wear and tear. Yale Hardware is guaranteed for 10 years, all other hardware is guaranteed for 5 years on normal wear and tear.
- THIS WARRANTY DOES NOT EFFECT YOUR STATUTORY RIGHTS AS A CUSTOMER**
No warranty is given: Concerning the incidence, prevention or elimination of condensation.
- F) Relating to minor imperfections in the glass resulting from the manufacturing process.
 - G) On the aesthetic wear and tear on gold/brass or metal coated handles and salt erosion from coastal properties are not covered by the 10 year guarantee.
 - H) These terms are not intended to confer any right or benefit on or be enforceable by any third party whether under the contracts (RIGHTS OF THIRD PARTIES ACT 1999 OR OTHERWISE).

Cancellation

- A) You have the right to cancel the contract by giving written notice to the supplier within 7 days of the supplies written acceptance of your order. Cancellation after the survey has been completed will result in a £25.00 charge to cover the survey

Applicable Law

- A) These terms of sale and the supply of goods will be subject to English law and the English courts will have jurisdiction in respect of any dispute arising from the contract.

Additional terms for all customers

- A) Right price reserve the right to charge 5% per month or any part thereof on any outstanding balance after the due date.
- B) A charge of £50.00 including VAT will be incurred for replacing lost guarantees or change of ownership.
- C) The company's liability ends with a satisfactory replacement.