

Survey Terms & Conditions

1. All designs are viewed from outside.
2. All products supplied and installed will be as per our manufactured items, which are displayed in our showrooms unless otherwise stated. If you have any visual queries, please visit our showrooms to confirm manufactured items.
3. Arrows on drawings point towards hinges.
4. One key per locking window handle supplied.
5. Two keys minimum will be provided per locking door barrel.
6. Door lock barrels will be keyed both sides unless stated otherwise.
7. Door hinges will be white unless stated otherwise, or full coloured profile is used then hinges will match handle colour.
8. All door handles will be lever/lever as standard unless stated otherwise.
9. Door panels and glass will be provided as shown in our brochure or showroom unless otherwise stated.
10. If a letterbox is required then it will be drawn on to the door drawing.
11. Obscured glass will be stippolyte unless stated otherwise.
12. Some windows and doors will require knock on; this is at the surveyor's discretion.
13. Trickle Vents will only be fitted if marked on the survey sheet as required.
14. Cills are 30mm in height.
15. Thresholds on doors - coding is as follows
 - a. Std = standard 70mm high
 - b. uPVC threshold Low uPVC = 60mm high
 - c. uPVC threshold Dis = Ramped disabled aluminium threshold maximum 7mm stepping distance.
16. Any amendments to survey we may have to make due to regulations or manufacturing re-strictions from the survey overleaf we will confirm with you and you will be sent a copy of these amendments to approve.
17. Full and final payment is to be made on the day work is completed.
18. Minimum working area around our installers must be kept at a minimum of 2m due to health and safety.
19. Any parking permits required must be obtained and validated for our company vehicles by the customer prior to any work commencing.
20. Amendments to survey can be made 48 hours from survey. After this time, it will be too late to make any changes as the job will be in production. To make any changes please email pro@windows-plus.co.uk and paul.isherwood@windows-plus.co.uk requesting your changes, these will then be acknowledged and you will be contacted to confirm.
21. If you have opted for a slam lock in your door with either handleless option or bar/knob we would recommend that you come into our showroom and try the operational door we have on display. These locks are not recommended for anyone who is elderly or for families with children under the age of 15. The reason behind this is due to how the mechanism works on pressure and force is required to operate these door locks, and the fact that they require two hands for operating. If you choose not to try this door before purchase and you cannot operate the door when it is installed then please note that we will not be able to change the locking mechanism once it is installed, as the full door would need to be changed and this would be chargeable. We would not be responsible for service calls where the door is simply hard to operate unless there is a fault with the door as explained above this is the case with slam locks.

All surrounding working areas need to be clear of all obstacles - including curtains, blinds, telephone, alarm and electrical cables

Notes to Customer

On the day of installation the installers will require a clear working space of 1.5m from the windows or doors being fitted. They will also need a clear access path to and from the windows/doors. This is for health and safety reasons, and also to protect the customer's property. If for some reason this cannot be achieved, please inform us by email to kerri@windows-plus.co.uk or call 02476 992123 and ask for Kerri Stansfield so we are aware prior to installation. On completion of your installation our installers will clean the windows/doors and working area to an acceptable standard, but please be aware installation of windows/doors is major structural building work so dust can take days to settle. Please make allowance for this when work is completed. Expensive or irreplaceable fixture or fittings should be removed from the room where work is being carried out. If that is not possible, please inform us by email to kerri@windows-plus.co.uk or call 02476 992123 and ask for Kerri Stansfield so we are aware of this. Although we pride ourselves on the care Windows Plus takes in your home, we are honest in the fact that accidents do happen, and we will take extra precautions should this be the case.

This survey supersedes designs shown on contract of works, so please check carefully, as any changes made after survey may incur charges.

All terms are available at <https://www.windows-plus.co.uk/terms-and-conditions>