

Our Terms & Conditions

Welcome to ProSpec Joinery Ltd.

In order to continually improve our service to you, our valued customers, we ask that you supply us with feedback with each order, or whenever you see fit. A short questionnaire may be given on completion of your order.

Our Terms and Conditions, set out below, do apply as standard, however, we are a service-orientated company and, as such, will always endeavour to assist our customers' specific requests outside of these stipulations where practicable.

Ordering

Our literature contains guide price and technical information to make it easier for you to get a feel for our prices at a glance. Since these prices are a guide, we reserve the right to vary them slightly from time to time. Our website also has technical information and other information to assist you.

Prior to ordering, we will provide quotations, specific technical information, any samples where necessary, and assistance with expert technical advice. We can only work from the dimensions and specifications you provide, but we will ensure adequate opportunity to check and confirm all details prior to placing the order. Please note, specifications and non-critical design features shown in the technical drawings may change from time to time at our discretion.

Once an order is placed we will contact you to confirm the details again and provide you with a formal invoice, Order Confirmation Schedule and Terms and Conditions. Please note, it is essential that you check these documents prior to confirming the order. Should there be any errors, regardless of who created the document, once confirmed, these details are what will be produced, and this is entirely your responsibility.

Once your deposit has been received in cleared funds, and a signed fax of the Order Confirmation Schedule (or an email with the correct documentation attached), we will commence your order and provide you with an initial ETA.

Advertised prices relate to standard sizes and yours may be different, for example, if outside the normal size range.

ProSpec Joinery cannot be held responsible for losses incurred by you if we do not supply the Windows/Doors on time.

Any images and suggestions made regarding the finishing of our Windows/Doors are intended as a guide only. We do not hold any responsibility if you do not like the finishes chosen.

ProSpec Joinery reserves the right not to accept an order.

SIZES & MEASUREMENT

All customers are responsible for ordering the correct size Windows/Doors. We are pleased to offer advice with regard to sizing, should that be necessary, and in some cases assist with a site visit, however, the ultimate responsibility for checking and agreeing sizes is the customers and/or your chosen installer.

ProSpec Joinery will also help to clarify the process and allow for final checking with the provision of 3D Computer Aided Design (CAD) drawings. Once agreed and ordered, our joiners' responsibility is simply to ensure the order is made to within the tolerances defined.

As a general rule, we would recommend a minimum of 5mm each side of a window frame, but please contact us should you need further assistance.

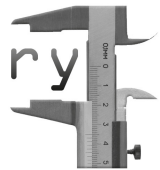
Payment Terms

Orders will be confirmed and an approximate delivery date set once a deposit of 50% has been received.

Once your order has been processed and assigned a shipping window, you will then be contacted with a more specific delivery date. The remaining 50% will then be required as cleared funds in our bank account before the order can be dispatched.

ProSpec Joinery will allow received goods to be inspected at the time of delivery to ensure satisfaction from damage.

Payment methods include: Bank Transfer, Cheque or Postal Order.

**DELIVERY**

Delivery is 10-12 weeks from confirmed order (but often 6-10). Any variance on order times will be communicated to you by us at the earliest possible moment. Delivery for flooring or any other ancillary products will depend on order volume, but will generally take from 2-3 weeks from receipt of deposit.

We offer free UK delivery on orders above £5000. Orders under £5000 will be subjected to a delivery charge. Prices quoted are for UK distribution only. Delivery overseas may incur additional carriage charge and will be quoted with the order.

DAMAGED ITEMS

ProSpec Joinery will allow received goods to be inspected at the point and time of delivery to ensure satisfaction and limit the possibility of dispute.

Any damages caused during delivery should be notified immediately by telephone followed by an email to us, if not preferably detected at the point and time of delivery.

NATURAL PRODUCT RECOGNITION

Although with our use of multi-layered* wood it is highly unlikely, timber remains a natural product and therefore susceptible to movement. This may be caused by environmental extreme of heat or moisture and we cannot be held responsible as such. However, we take pride in our service to customers and will attempt to remedy any given situation.

Our Guarantees:

ProSpec take a pro-active role with regards to resolving any issues that might arise with any of our products and services. If there are any faults we will mitigate any losses in a timely manner. ProSpec can only take action to resolve issues if full payment for our products and services has been received.

FULLY FINISHED - WINDOWS/DOORS

Traditional timber Windows/Doors typically remain in full working order for decades. Our fully factory finished timber Windows/Doors will last a lifetime with very little maintenance. All our Windows/Doors are treated with a base coat of timber preservative, one coat of primer, then two coats of micro-porous paint. On average, our coatings will tend to last from five to eight years before re-treatment. Redecoration itself is made easier too, requiring no sanding down or intensive preparation. Window redecoration is therefore reduced to a matter of minutes. This is reflected in our guarantees as follows:

Softwood Timber - Protection from Rot:	25 Years*
Hardwood Timber - Protection from Rot:	35 Years*
Blocking Finish - Light Colours:	10 Years*
Blocking Finish - Dark Colours:	6 Years*
Translucent Finish:	4 Years*
Double Glazed Units:	8 Years*
Hardware:	10 Years**
Draught Sealing:	2 Years

* **NOTE:** Damages to the finish/timber need to be repaired immediately and protected from water ingress in the meantime. ProSpec Joinery is not responsible for problems that occur due to damage or poor treatment of any products which resulted after delivery to client sites.

** **WARNING:** Please ensure that plaster or cement particles do not come into contact with hardware (especially espag looking rails) or is cleaned off as soon as possible to avoid impaired performance or permanent damage.

FRAME ONLY - WINDOWS/DOORS

We strongly recommend fully factory finished Windows/Doors are purchased, saving on the substantially higher cost of onsite preparation, painting and glazing. It is also the best protection available from moisture absorption and important for long term preservation. Water seepage into wood occurs as soon as it is exposed to damp or wet conditions. Depending on the extent of the exposure to water or other contaminants the potential of damage will vary, but in extreme cases may result in wood warping* or the appearance of condensation.

Therefore, when untreated frames are purchased we cannot guarantee the actual frame, however, any problems must be reported on delivery or within 24 hours of receiving the goods for further action to be guaranteed. In any event, ProSpec will always try to assist our customers if at all possible.

***NOTE:** We use multi-layer timber for the construction of our Windows/Doors, which is now growing in the joinery industry, as it was originally designed for long span timber structures in environments where water and weather conditions are extreme, such as bridges and boats. Multi-layering wood in this way provides a multitude of grain directions, balancing natural moisture movement and thereby ensuring maximum resistance to warping and twisting.