

# TERMS AND CONDITIONS - SURBITON GLASS LTD

1. All terms of the Contract between the Purchaser and the Company are contained in this document. No representatives or warranties are made or given by the Company save as appear herein. No variation of or addition to the work specified in the schedule shall have the effect unless agreed in writing and under the signature of a duly authorised officer of the Company.
2. Domestic customers having replacement product(s) installed which qualifies for deposit protection insurance, agree to their email address being passed on to our insurers for the purpose of administering the insurance policies.
3. For Installations, the Purchaser shall grant the Company's employees access to the premises at reasonable times for the purpose of taking measurements and of carrying out the work specified. This will include a satisfactory survey of the property and the Company reserves the right to cancel this contract and refund all monies paid by the Purchaser less any costs incurred upon receipt of an unsatisfactory report from its surveyor.
4. Delivery dates stated are approximate and have no contractual effect. The Company shall not have any liability for the loss or damage to the Purchaser in respect of any failure to deliver on a particular date or dates.
5. PAYMENTS – Unless otherwise agreed. A deposit of **50%** including VAT shall be paid before any items are ordered or manufactured. **45%** including VAT shall be paid by the day before installation. Final **5%** Balance will be due upon completion of the work.
6. Payments should be made to the Company by Bank Transfer – BACS. Unless agreed to be by Credit or Debit Card This is the preferred method of payment especially for any transactions of over £500 value
7. The Company will replace or remedy faulty materials or workmanship, providing payment is made in accordance with clause 5 above. Damage due to misuse and fault or deterioration resulting from the Purchaser's failure to comply with the Company's maintenance instructions are not covered by such warranty
8. For installation works the Company will make good any damage caused during installation to plaster, floor, rendering, or brickwork immediately surrounding any window or door within an installed area up to a 50 mm area but does not undertake to provide matching ceramic or other tiles or specialised finishes or to avoid damage to surrounding wallpaper or paintwork or to remove intact any panes of glass or frames from old windows required to be retained by the Purchaser. The Company accepts no responsibility for any damage resulting from structural or other defects to the installation property.
9. All glass used is the best available, but glass manufacturers will not give a guarantee covering minor imperfections and the Company cannot be held responsible for any such imperfections.
10. After written confirmation of order by email or letter you have the right to cancel without charge up to 7 calendar days. Any products which are made to measure and made to your specific requirements are exempt from the right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulation.
11. All cut and processed glass products conform to industry accepted tolerances. As per GGF's Guidelines and standards. Scratches and surface faults on flat transparent glass, including laminated or toughened and coated glass is acceptable if the scratches are not more than 25mm long and cannot be seen from 3 meters away looking through the glass in natural light. The area to be viewed is the normal vision area with the exception of a 50mm wide band around edge of the glass. All in accordance with the Glass and Glazing Federation.
12. All glass products supplied by the Company allow for tolerance levels of +/- 2mm for the length, width and any other cut-outs or alterations that may be required. All in accordance with regulations governed by the Glass and Glazing Federation.
13. The Company is not liable for any leaking from a shower enclosure due to high pressure showerheads and/or impractical size shower trays that collects a large amount of water. Shower enclosures are not designed to hold water. – Only to deflect water into a shower tray
14. We warrant that the goods shall comply with their description and are free from material defect at the time of delivery/installation. Guarantees: Hardware (Handles, Hinges and Gaskets) = 1 year. DGUs = 5 years. Frames = 10 years. Installation = 10 years. Minor imperfections in the glass outside the scope of the Glass & Glazing Federation visual quality standard are not guaranteed. Damage or fault due to accident, misuse, neglect or by the use of improper cleaning materials is not guaranteed.
15. The Customer shall provide a minimum period of 24 hrs notice in writing to Surbiton Glass Ltd if any agreed preparations are not made ready such that the task / installation cannot be commenced by Surbiton Glass. Failure to comply will result in extra charges applied

**Please Complete and return signed copy of this form**

**AGREEMENT TO THESE TERMS and CONDITIONS**

ON BEHALF OF SURBITON GLASS LTD

Signed ...

SURBITON GLASS LTD  
Unit 5 Red Lion Business Park Red Lion Road  
Tolworth Surrey KT6 7QD Info@surbitonglass.co.uk

**Customer Name** .....

Date .....

Address .....

Signature .....



## COMPLAINTS POLICY

Surbiton Glass Ltd is committed to provide the highest quality glass and glazing installation service to all customers. If something should go wrong, we require you to inform us as soon as possible. This will help us to adhere to, and improve our standards of service to all customers.

If you have a complaint of any kind. Please contact us with the details – ideally in writing

## COMPLAINTS PROCEDURE

1. Once a complaint has been received by Surbiton Glass Ltd. We will send you an email / letter to acknowledge receipt of your complaint within seven working days of receiving it, enclosing a copy of this Complaints Procedure Document
2. We will investigate your complaint by passing it on to our Director – Mr Andrius Lazauskas who will review the complaint and speak to the team that worked on your installation, and or dealt with your order.
3. Mr Andrius Lazauskas will then arrange to visit the premises where the installation was undertaken to discuss and hopefully agree a solution to resolve your complaint. We will endeavor to do this within 14 working days from sending you the acknowledgement email / letter.
4. We will write to you or send you an email within five working days of the visit to confirm what took place and also to confirm any solution(s) that were agreed with you upon the visit.
5. Any complaint will be considered closed if you write or email to accept the findings of our response or fail to respond within six weeks of receiving the communications from Surbiton Glass Ltd detailed in points 4 and 5 above
6. Please note: Where a complaint is received and dealt with by the close of business following the day of receipt of the complaint, the above procedures do not require to be followed. However, a record will be made and kept of the complaint and its resolution.

**SURBITON GLASS LTD**

**[www.surbitonglass.co.uk](http://www.surbitonglass.co.uk)**

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