

Customer Terms & Conditions

These Customer Terms & Conditions apply generally to the supply and installation of products and services by **Amazing Glazing (Kent) Ltd.**

Certain specialist products, including conservatories, roofline products and warm roof installations, may be subject to additional product-specific terms, which will be provided before an order is placed and will form part of the customer's contract.

TERMS & CONDITIONS

1. General

1. These Terms & Conditions apply to all products and services supplied by Amazing Glazing (Kent) Ltd unless otherwise agreed in writing.
 2. By accepting an order, the customer agrees to these Terms & Conditions. Changes requested after an order has been placed may result in additional costs.
 3. Where required, a final technical survey will be carried out before manufacture. The survey will confirm the installation requirements and allow the customer to approve the final product specification, including (where applicable) opening configurations, colours, glazing, handles, hardware and other product options. Should the survey identify structural issues, additional works or necessary changes, Amazing Glazing (Kent) Ltd reserves the right to amend the specification or quotation before manufacture commences.
 4. Amazing Glazing (Kent) Ltd may take photographs before, during and after installation for survey, quality control and company records.
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2. Price & Payment

1. The contract price includes VAT unless otherwise stated.
2. A deposit is payable when an order is placed. The remaining balance is due immediately upon practical completion of the installation unless otherwise agreed in writing.
3. Where the outstanding balance following payment of the deposit exceeds £5,000, Amazing Glazing (Kent) Ltd reserves the right to request a stage payment before installation.
4. A minor outstanding item, replacement part or agreed remedial work shall not entitle the customer to withhold payment of the outstanding balance. Any amount withheld in respect of a genuine defect shall be reasonable and

proportionate to the outstanding item or remedial work and will normally not exceed **5% of the outstanding balance**.

3. Installation

1. Installation dates are estimates only and may be affected by manufacturing delays, supplier issues, adverse weather or other circumstances beyond our reasonable control.
 2. The customer shall provide safe and uninterrupted access to the property together with electrical power where reasonably required.
 3. Failure to provide suitable access may result in additional charges or a revised installation date.
 4. The customer shall ensure that installation areas are clear and that furniture, ornaments and other belongings near the working area are removed or adequately protected before work begins.
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4. Existing Property & Making Good

1. Every reasonable care will be taken during installation. However, replacement windows, doors and associated building works may cause minor disturbance to surrounding plaster, render, decorations and existing finishes.
 2. Internal making good is limited to filling and fitting PVC trims unless otherwise agreed in writing.
 3. Amazing Glazing (Kent) Ltd is not responsible for redecorating disturbed surfaces or removing or reinstating blinds, curtains, shutters, alarm systems, cables or other fixtures unless specifically included in the contract.
 4. Where work is carried out adjacent to tiles, stone, brick slips or other brittle finishes, every reasonable care will be taken. However, cracking, loosening or damage may occasionally occur due to the nature of replacement work, and Amazing Glazing (Kent) Ltd shall not be responsible where reasonable care has been exercised.
 5. Amazing Glazing (Kent) Ltd shall not be liable for water ingress, damp, timber decay, structural movement or other issues resulting from pre-existing conditions that were not reasonably apparent at the time of survey or installation.
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5. Guarantees & Certification

1. Subject to full payment of the contract, Amazing Glazing (Kent) Ltd provides a **10-year guarantee** covering installation workmanship and the products supplied, unless otherwise stated.

2. Hardware, accessories and component parts are covered in accordance with the relevant manufacturer's warranty terms. Sealed double-glazed units are guaranteed for **five years** against failure of the hermetic seal.
 3. Following completion of the installation and full payment of the contract, Amazing Glazing (Kent) Ltd will register qualifying replacement window and qualifying replacement glazed door installations to the main dwelling only with FENSA. FENSA will then pass the relevant details to HomePro, who will issue the Insurance Backed Guarantee (IBG) directly to the customer in accordance with the policy terms and conditions.
 4. This guarantee does not cover accidental damage, misuse, lack of maintenance, fair wear and tear, glass breakage after installation, defects caused by movement of the existing building or damage caused by third parties.
 5. Condensation resulting from the property's ventilation, humidity, heating, occupancy or lifestyle is not covered by the guarantee.
 6. Minor imperfections that comply with recognised Glass and Glazing Federation standards, together with minor colour variations between frames, trims, sealants, materials or manufacturing batches, shall not constitute a defect.
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6. Planning and Approvals

Any planning permission, listed building consent or other statutory approval required shall remain the customer's responsibility unless otherwise agreed in writing.

7. Customer Responsibilities

1. The customer should inspect the installation upon completion and notify Amazing Glazing (Kent) Ltd of any visible defects or concerns as soon as reasonably practicable and, where possible, within **seven days** of completion.
 2. Following installation, the customer is responsible for the routine care and maintenance of the products in accordance with the manufacturer's care and maintenance recommendations.
 3. No third-party repair, alteration or adjustment should be carried out without the prior written agreement of Amazing Glazing (Kent) Ltd. Unauthorised work may invalidate the guarantee in respect of any resulting fault or damage.
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8. Retention of Title

Ownership of all goods supplied shall remain with Amazing Glazing (Kent) Ltd until the contract price has been paid in full, so far as permitted by law.

9. Governing Law

These Terms & Conditions shall be governed by and construed in accordance with the laws of England and Wales. Nothing in these Terms & Conditions affects the customer's statutory rights.

10. Cancellation

1. Where a statutory right to cancel applies, the customer may cancel the contract within 14 calendar days in accordance with the Consumer Contracts Regulations 2013.
 2. The statutory right to cancel does not normally apply to goods made to the customer's specifications or clearly personalised, including made-to-measure windows and doors.
 3. Where the customer requests that services begin during an applicable cancellation period and subsequently cancels, Amazing Glazing (Kent) Ltd may charge a reasonable and proportionate amount for work carried out and costs incurred up to the date of cancellation.
 4. Nothing in these Terms & Conditions affects the customer's statutory rights.
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11. Privacy

Amazing Glazing (Kent) Ltd processes personal information in accordance with UK data protection legislation. Our Privacy Policy explains how we collect, use, store and protect your personal information. A copy is available on request and on our website.

Contact Us

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