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[www.mrjoinerydoors.com](http://www.mrjoinerydoors.com)

## Terms & Conditions

**Please ensure you read the following before any work is carried out**

### Quotes and invoices

- It is the consumers responsibility to ensure all quotes have the correct items and quantities. Once a quote has been accepted, we will not take any responsibility for any discrepancies, if you are unsure of anything written in the quote, we are more than happy to go through this prior to any acceptance. All quotes will be in writing no verbal quotes will be valid.

- **The Agreement:**

1. We agree to supply and install the products as indicated.
2. You agree to pay for the goods.
3. The terms below are included in the sale.
4. No variation of these terms will be recognised unless in writing signed by both you and the Director of the Company.
5. Your statutory rights are not affected by our terms of trade.

- **Survey:**

1. The agreement is conditional upon our full survey and measurement of the estimated works.
2. We will make an appointment for our surveyor to visit you. You must allow our surveyor access to your premises for inspection. Our surveyor will probably have many appointments on the same day, and they may be held up so it is not possible to give an exact time of arrival, however you will be notified via text message when they are on route.

- **Price & Payment:**

1. The price includes VAT at the prevailing rate. If the rate of VAT changes between now and installation any additional VAT will be payable.
2. A deposit of 50% is required prior to enable us to proceed with the order.
3. Any insurance work must be paid for by the customer and then they claim it back from the insurance company.
4. Under no circumstances will any deduction from the original contract be permitted unless confirmed in writing by the Director of the company.
5. Payment must be paid, if the fitting cannot be carried out due to other events once the fitting has been scheduled.
6. No warranties or guarantees will be issued until full and final payment has been made.
7. All goods remain the property of Mr Joinery Newcastle Ltd until full and final payment has been made.

#### Information for the day of your Fitting

- We do try our best to arrive within the time slot given, however due to the nature of our job this is not always guaranteed. On occasion we may need to rearrange an appointment due to a prior job taking longer than expected, we will try our best to rearrange to the earliest possible date.
- Upon arrival we will document any existing damage to walls, floors and door frames these images are for office use only and will be kept in a confidential file.
- Please ensure all valuable or breakable objects are removed from the area of fitting and personal possessions are covered i.e., sofa's beds etc.
- We do not use dust sheets as these are a trip hazard.
- Our fitters will not under any circumstances remove their footwear, work will not be carried out if this is required.
- We do plane internal doors in your property next to your frames, this is to eliminate any damage being caused to doors being brought in and out of your property on numerous occasions. We do not plane any doors outside of any property.
- We Do Not Fix your frames nor do we fill your frames, We fit to your existing frames, we fit the doors to a high standard however we have no control on the existing condition of your frames. i.e., removing hinges that have been painted over or gaps left exposed from previous hinges, latches, locks or twisted frames. We can replace your frames at a cost if necessary.
- We recommend leaving any work to your frames i.e., sanding and painting until after your doors have been hung.
- On occasions we come across frames not being a standard height, our joiners will discuss this with yourself prior to any work being carried out and run through the options of what can be done, any additional work will be chargeable.
- We fit 2 x standard 3" hinges to every door unless you have chosen to upgrade at point of purchase or at any point prior to the day of fitting.

- If for any reason the hardware you have chosen is out of stock, we will fit temporary hardware until chosen hardware comes back into stock. which we will then arrange an installation date with yourselves.
- It is common practice for us to use cardboard packers behind some hinges, we do hide these however on some occasion these can be slightly noticeable.
- please ensure you check over the doors before our joiners carry out any work as once the doors are hung these are deemed fit-for-purpose and will not be exchanged unless there is a manufacturing fault or defect.
- Our fitters do their best to clean up and Hoover, however further cleaning will be required by yourself especially if you have had internal uPVC doors as these are made of MDF.

### Fitting of External doors and windows

- **Installation:**

1. During installation there will be some disturbance and dust. You are advised to clear each room and access to it before our installers arrive. We cannot accept responsibility for damage to any of your possessions left in the room in which we are working. We do not take down or re-fit curtains or blinds to your windows or disconnect or reconnect any alarm system to your doors/windows - this must be undertaken by you prior to fitting.
  2. We must have access to a standard electricity supply.
  3. We will make good any plaster, floor, brickwork, or rendering surrounding any installation, but we cannot undertake to repair damage to surrounding tiling, wallpaper, or paintwork or to remove intact any panes of glass or frames from old fittings which you have asked us to retain.
  4. Whilst we will endeavour to ensure any making-good matches existing finishes we will not be able to guarantee this, particularly where weathering has occurred or because of non-availability of matching materials.
  5. It may not be possible for our surveyor to detect any structural instability or defect in your property. We will not be liable for any damage resulting from existing structural or other defects in your property. If structural problems are discovered to exist, you must still pay the price in full even if we are not able to complete the installation in the way envisaged. If we must alter the installation because of structural problems an additional charge may be made.
- We are unable to take your old doors away as we do not have a waste carriers' licence. More information is shown below.

### Payment Terms and Conditions

By Accepting a quote verbally or electronically you are agreeing to these terms and conditions, it is the consumers responsibility to ensure these have been read and understood.

- Upon accepting a quote, we require a 50% deposit before we can process any order. We accept all major credit and debit cards, cash, or bank transfer. We Do not accept Cheques.
- Remaining Payment is due on the day of fitting, this can be made to our fitters via their card machines, or they will accept cash. our fitters cannot leave your property until payment has been received.
- On the day of fitting our fitters will inspect all doors and hardware prior to installation – if any defects are found these will not be installed and we will immediately arrange a return and replacement with our suppliers, We will then arrange another installation date with yourself based upon our delivery dates.
- If for instance, we cannot fit all doors or hardware on your day of fitting we will alter the payment for that day, and you will only pay for the work carried out.
- Refunds cannot be processed for any order that is bespoke. i.e., internal uPVC doors, composite doors or bespoke made to measure doors as these cannot be returned to our manufacturer.
- Any cancelled orders will incur an administration fee of 2% with a minimum of £20 + VAT plus a restocking fee.
- All doors and hardware remain the property of Mr Joinery Newcastle LTD until the full balance has been received in full and has cleared the banking process.

#### Guarantee and warranty

- It is common for doors to settle once fitted and we are more than happy to return to adjust them (within your 3-month fitting guarantee, 1 year for external doors). After this time there will be a call out charge of £45 ± VAT
- All doors and hardware come with a 1-year warranty. External composite doors have a warranty of up to 10 years.
- A lot of our hardware are bought in bulk however from time to time these can differ in colour, shade and or specifications although this is not ideal this is out of our control, we will always endeavour to get a match on all ironmongery.
- Any damages or manufacturing faults on any door must be reported to our office staff within 48hours of installation.
- For supply only we advise you to thoroughly check over the goods upon delivery and any damage or defect must be reported to us within 48 hours as after 48 hours the goods are deemed as accepted and fit-for-purpose.
- Any accessories attached to the facing of any internal or external door will void the warranty for example doorbells, coat hooks etc.
- We strongly advise against hanging any wet items of clothing over any internal doors as this can cause the door to warp\*.

\*Warp/bow/cup/twist (as set out in the relevant British standard) shall not be considered a defect unless it exceeds 1/4inch (6.35mm) in the plane of the door itself. Warp is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung.

- Oak is a natural product we cannot guarantee a true match on colour or grain.
- Please note oak doors can have slight defects in them this is due to them being a natural product, we advise to check over doors from around 2 meters

away if no discrepancy can be seen these are deemed as fit for purpose, any mark or blemish in the door under 10mm is deemed fit for purpose.

- All our white internal doors (pvc excluded) come primed, these do require painting, quotes and invoices may state “white” doors however this does not mean they are pre-painted unless clearly stated.
- Grey, black and walnut interior doors will require the sides touched up after our fitters have planed them to fit your frames, this is not something we carry out ourselves however we can provide a touch up paint (this will be chargeable) or a RAL number.
- Any failure of materials due to faulty workmanship under the terms of this guarantee will be repaired or replaced at Mr Joinery Newcastle LTD sole discretion.
- All guarantees are given in good faith. However, if it is deemed after a visit from a company representative that our product has been misused, tampered, or damaged in any way etc, we will render the guarantee null and void, leaving any remedial work to be carried out a pre-arranged fee, which shall be payable before any work commences.
- All guarantees and warranties will not be valid until full and final payment is made.

1. Under the GGF regulations A totally flawless piece of glass is extremely rare. If you look close enough at any piece of glass, you will almost certainly find a minor blemish. TEST: - Inside the house stand around 3 metres back from the glass. You must ensure that the test is carried out in daylight but **not in direct sunlight**. The area which you are checking is the whole window with the exception of a 50mm (approx. 2”) wide band round the edge.

The glass is considered to be acceptable if the following are not obvious nor bunched together: -

Totally enclosed seeds, blisters, hairlines or blobs, fine scratches not more than 25mm (approx. 1”) long and minute embedded particles.

**NB** Patterned glass, due to the way it is made, is not governed by the above guidelines

We have a zero-tolerance policy, any aggressive or violent behaviour towards our staff will result in no further work being carried out.

- Unfortunately, we are unable to dispose of your old doors as it is illegal for us to do so without a waste carriers’ licence, however we can recommend Bells waste who would be more than happy to give you a quote and arrange collection of your old doors. Telephone 0191 4144559.

If you have any concerns regarding this information, please contact our office on 0191 2862057 and we will be happy to help with your enquiry.

Thank You for choosing Mr Joinery.

**Mr Joinery Newcastle LTD registered in England and Wales under the company registration number 11980386**

**VAT Registration number 360187603**