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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.

### 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.
- 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 remove their footwear under any circumstances, work will not be carried out if this is required.
- We do plane the 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 Fix 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.

- 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.
- 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 may be required by yourself especially if you have had internal uPVC doors as these are made of MDF.

### Payment Terms and Conditions

- 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.
- 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.
- 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
- All doors and hardware remain the property of Mr Joinery Newcastle LTD until the full balance has been received.

### 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 £35 ± VAT
  - All doors and hardware come with a 1-year warranty. External composite doors have a warranty of up to 10 years.
  - Any damages or defects on any door must be reported to our office staff within 48hours of the door being hung.
  - 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 door bells, 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.
- Please note oak is a natural product we cannot guarantee a true match on colour or grain,
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**