

Conditions of Sale

Timber doors, Glass doors and hardware

Doors are made to order to the individual specifications of the Buyer. Once production has commenced, it is not possible to cancel or amend the order.

The title of goods remains with the Seller until full payment of all outstanding monies for goods and/or services has been made by the Buyer and received by the Seller.

Timber and glass are supplied in accordance with common industry practices NHBC, British Woodworking Federation and Glass and Glazing Federation guidelines, unless stated otherwise. It is important to thoroughly check doors for potential faults, prior to commencing any alterations. Faults may include visible damage i.e scratches, dents or chips, warping or bowing beyond a 4mm tolerance, scratches on glass. These are examples of potential faults and are not an exhaustive list. Factory Pre-finished Doors should not have any visible defects or damages when viewed in natural daylight from a distance of 0.5 metres or above. In rooms where there is no daylight scratches should be viewed in artificial light from a fixed wall or ceiling outlets NOT from portable equipment such as a torch. (As per NHBC guidelines).

By fitting, finishing or making any alterations, doors will be deemed to have been accepted as supplied. No claims – either relating to damage or faulty manufacture that would have been visible prior to alteration – will be entertained on any product that has been altered in any way. This does not affect the Buyer's statutory rights regarding faulty goods that develop at a later date, or that could not reasonably have been expected to be seen. If goods develop a fault within the warranty period, which is considered to be due to bad workmanship or material faults, we (the Seller) will repair or replace such items to the original specification.

Timber is a natural product and is subject to variations in grain and colour. Furthermore, timber may change colour over time as a result of light exposure or naturally occurring oxidation. These are features of a natural product, and are not faults.

Lead times are estimated and are not a firm date of arrival for goods. Any dates specified by the Seller for delivery of goods are approximate and may not be made of the essence by notice. The Seller shall not be liable to the Buyer in any manner or deemed to be in breach of the Contract because of any delay in performing or any failure to perform any of the Seller's obligations under the Contract if the delay or failure was due to any cause beyond the Seller's control. The seller shall not be liable for any loss (including loss of profit), caused directly or indirectly by any delay in the delivery of the goods. Tradesmen should not be booked before receiving and checking goods.

The Seller warrants that, on delivery, the goods will be of satisfactory quality and fit for purpose. The seller is not liable for defects arising from faults caused by incorrect or poor installation or fitting. The Seller does not guarantee the appearance of the decorative finish of hardware/ironmongery, glass, timber veneers, lacquer finishes and other component parts, that may be subject to exposure to adverse or harsh conditions (including corrosive environments such as coastal areas, pools, steam rooms; commercial and industrial use).

As we (the Seller) do not always know the circumstance in which the products are intended for use, it is the Buyer's responsibility to inform us (the Seller) of any requirements in relation to compliance with Building Regulations.

Deliveries

We offer a delivery service with nationwide coverage. Deliveries beyond our local area are made using a pallet network or Two Man delivery service.

Deliveries for glass doors are generally made by Two Man courier service to room of choice – maximum first floor. This is provisional on there being adequate/safe access for the size and weight of the glass. Once the goods have been collected from our warehouse, the courier company will contact you to make a suitable delivery date/time. The company will arrange the delivery date, and an anticipated time slot will be allocated the day prior to the delivery date. The aim is complete this within 3-5 days of the goods being ready, but can be dependent on location and availability.

Glass doors are packaged individually, with protective edging and clear wrap. Hardware is packaged in a separate box.

Palletised delivery is to kerbside, and is used mainly for timber doors, large loads, and trade deliveries. Deliveries are made between 9am and 5pm Monday – Friday, and arrive by large truck. If you cannot unload a pallet delivery at the curb side of your address, or if the address had restricted access for a large truck this should be stated at the time of order. We are happy to arrange alternative vehicle types or special methods according to your needs. This may incur additional cost. Palletised deliveries will arrive with the door(s) strapped to a pallet between a protective covering such as chip board or scrap timber doors. The delivery driver will not be able to take away packing materials.

Hardware, if provided, will be packaged in a box and strapped to the top.

Trades people should not be booked before receiving and checking goods

Seller: Elegant Doors Ltd, Unit 5 Ascot Ind Est, Lenton Street. Sandiacre. Nottingham. NG10 5DL

Buyer: The person or company whose order for the Goods or Services is accepted by the Seller.