GLASS ROOMS TERMS & CONDITIONS

These Terms & Conditions regulate the agreement between Vantage Windows & Doors Ltd "the Company" and the Customer "the Customer"

1. The Customer warrants that he/she is the proprietor of the subjects of installation or alternatively that he/she is acting as agent for such proprietor. In the event that there is more than one proprietor, liability to the company is joint and several.

2. The Customer has the right to cancel without penalty, provided the Company is notified in writing within 14 days of the date of the contract. Any deposit will be returned in full, such notification must be sent Recorded Delivery to the Company at its Head Office. Other than the foregoing right to cancel, the Customer shall proceed with the contract. In the event that he/she refuses to do so or otherwise prevents the installation and completion of the contract, any deposit paid by the Customer shall be retained by the Company by way of damages and the Company shall be entitled to claim any further damages sustained by it from the Customer including the cost of manufacture of the product together with the Company's expenses of administration and loss of profit.

3. The contract contains all conditions of contract between the parties except those subsequently agreed in writing and signed by both parties.

   No verbal discussions between the parties shall vary the contract.

4. Any additional work required and agreed to must be detailed in writing and signed by both parties.

5. The Company may withdraw from this contact without penalty at any time up to 4 working days from inspection by the Company's technical surveyor.

6. The Company may vary the design or specification of installations without notice to the Customer in the event that the original design or specificationcannot be achieved for technical reasons.

7. Applications for planning permission and/or a building warrant are the responsibility of The Customer, unless otherwise stated on the contract.

8. The delivery period shall be the earlier of that stated in the Contract or a period of 6 weeks. After the commencement of the installation The Company shall not be responsible for any delay occurring out with its reasonable control.

9. The Customer will provide access to enable installation to be completed upon being notified by the Company that the product has been manufactured.

   If, as a result of a delay on the part of The Customer, access is not given within 42 days of such notification, the balance to the purchase price shall become immediately due and payable by the Customer to the Company.

10. The balance of the purchase shall be payable to the Company upon completion of the installation. The Customer shall pay such balance to the installation team in cash or card payable to the Company. A receipt will be issued to the Customer. Any monies outstanding to the Company after completion will incur interest charges of 3% above bank base rate.

11. The Company Guarantee will be issued once the Customer makes payment in full.

12. All goods remain the property of the Company until paid in full by the Customer.

13. The specification of the goods used in the manufacture of the product shall be determined by the Company.

14. All potential glass defects will be determined by the Company and will comply with the guidelines set out by The Glass and Glazing Federations' 'Quality of Vision' regulations.

15. Any complaints concerning defects must be made in writing by the Customer to the Company within 5 days of completion of installation, failing which the Customer shall be deemed to be satisfied in all respects with the supply and installation of the product.

16. The Company will provide a warranty that covers defective materials for a period of 5 years after the installation date. This warranty does not extend to: a) Damage or fault caused by misuse or neglect by the Customer b)Any remedial work carried out by any person other than authorised Company personnel c)Any removal or repositioning of the system or any of its components by any person other than authorised Company personnel. Should a defect manifest itself within 5 years from the date of installation then the Customer should inform the Company of the defect in writing within 28 days of the defect arising, in order to claim under the warranty.

17. Our aluminium glass structures are designed to be weatherproof, but not completely waterproof. In certain weather conditions, there may be some water ingress. Please note that the presence of water ingress does not imply a faulty product. It is a natural occurrence under specific weather conditions.

18. Our aluminium glass structures are considered outdoor spaces. Therefore, any furniture or fittings used within these structures should be suitable for outdoor use. Any damage caused by water to items within the structures will not be the responsibility of our company.

19. This Contract shall be governed by Scot's Law. These terms and conditions of sale do not affect the Customer's statutory rights under the Sale of Goods Act 1979 as amended or other statutory rights.

20. Method of payment. The Customer shall not be entitled to by reason of any alleged defects to withhold more than a proportion amount of the total sum due.

21. The Customer acknowledges that the aluminum glass room may experience extreme cold or heat during winter and summer months, as this is inherent to the nature of the product. The Company shall not be held liable for any temperature variations, as they are not considered faults of the product.

22. At certain times of the year, particularly during periods of high humidity or significant temperature differences between the inside and outside of the aluminium glass rooms, condensation may occur on the glass surfaces. Please note that this is a natural phenomenon and is not indicative of any fault or defect in the product.'

23. The Company acknowledges that condensation within the structure may occur during certain times of the year, particularly during the colder and wetter autumn and winter months. It is important to note that such condensation is not considered a defect; rather, it is a natural phenomenon that is expected in these conditions. The Company affirms that any condensation present will typically dissipate naturally throughout the day.

All Goods Remain the Property of The Company until paid for in full by The Customer