

TERMS OF BUSINESS

1. These Terms and Conditions, together with our Main Terms of Business, are also available in large print and audio format. Please contact us should require this.
2. For the avoidance of doubt, Acorn Glass and Glazing is a trading name of *The Acorn Group* and all payments should be endorsed to *The Acorn Group*.
3. Any quotations are good for 30 (thirty) days from the quotation date. Thereafter we reserve the right to re-quote for any work. Such quotations are based on a Health & Safety at Work Act risk assessment and a Working at Height Regulations risk assessment carried out at the time of the visit. You should inform prior to us starting any work us if you think an additional risk may have occurred or developed since the first visit.
4. In certain circumstances where for example, existing materials and fittings cannot be fully examined, the quoted figures are given as guide only. Customers should bear such provisional figures in mind when calculating overall projects costs.
5. All new woodwork can be supplied primed with one coat of acrylic white primer free of charge. Additional charges will be payable for any other painting work undertaken.
6. All double/triple glazing that we supply & fit is guaranteed for a minimum period of 5 (five) years from the date of such installation. All new double/triple glazed units fitted in new frames and doors installed by us, are guaranteed for a minimum period of 10 (ten) years from date of installation. We will replace free of charge any unit that fails within that time period. However this guarantee shall not apply to units that have been damaged through any act of criminal activity, misuse or interference caused by unauthorised persons. The original receipt or downloadable guarantee from our website should be produced to make such a claim. We allow our guarantee to be transferred without cost or penalty to any new owner/occupier of the installation address under the same conditions as stated above.
7. Whilst every care is taken during the removal and refitting of any glass to enable the delivery of furniture to take place, we accept no responsibility whatsoever should damage occur to such glass during this work. Our charges remain payable in any event and may not be off-set against any subsequent glass replacement and/or installation costs.
8. Although the reconstruction and manufacture of leaded windows is done with sympathy to the original materials and location, they are produced within the constraints of modern
 9. work practices. Accordingly we regret that we cannot guarantee that an exact match to any adjacent window, door or other feature will occur.
 10. As all our work is carried out with due regard to current legislation, in certain circumstances the replacement glass we fit may differ in specification from the glass that was removed. Owner/occupiers of listed/conservation properties should bear this in mind when asking us to undertake any reglazing work.
 11. The customer is solely responsible for ensuring that all relevant planning permissions and approvals have been sought and obtained with regard to any aspect of the quoted work. By placing your order with *The Acorn Group*, you agree to indemnify us from any liability in this regard. Should work be halted under this circumstance, our charges will be invoiced on a pro - rata basis any for work done and/or standard materials/goods supplied. This will not apply however where materials/goods have been specially ordered. Under those circumstances, 100% of the cost will be re - payable.
 12. Whilst we install such products as "Polycarbonate"® as an alternative to traditional flat or other safety glass, no guarantee is offered nor implied that such material can withstand any force or attack to a better or greater degree than traditional flat or other safety glass. Free advice is available from us with regard to this product.
 13. All the materials used in our emergency overnight boarding-up service remain our property. Our standard charge of £105.00 will be made to cover the cost of materials not returned to us in a re – usable condition.
 14. We have £5M Public Liability insurance cover in place. Should you require a higher level of cover for your project, please let us know.
 15. Payment of all invoices are due on completion of any work, or as previously agreed in writing, and can be made in cash, and credit/debit card or through the BACS/CHAPS payment systems. **Cheques are no longer accepted.** Not even good ones!
 16. All waste materials are disposed through a licensed waste transfer station, or suitable recycling point as appropriate, unless we are asked to leave such materials on site. For example, forensic examination.
 17. Your attention is drawn to our Main Terms of Business, which shall be read in conjunction with the above.

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