



HERONHURST

Since 1982

Window & Door Studio



Warranty

Name

Contact Info

Installation Address (if different)

Installation Address



Your Digital Quote Code



TRUSTMARK
Government Endorsed Quality



FairTrades
approved tradesmen
established 1963



Constructionline
Silver Member

HERONHURST

Since 1982

Window & Door Studio

Your LOCAL Family Window and Door Company since 1982

Your Design and Price Consultants are
Andy, Andrew, Gavin and Kirsty

Questions? Revisions?



Telephone - 01873 877670



WhatsApp or SMS Text on 07723 455659



Email - sales@heronhurst.co.uk



It pays to Shop-Local ...we're local to you!

All sizes and specifications are approximate and subject to survey All designs are for illustrative purposes only and may not be an exact colour or scale representation of the actual product

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Long Term Warranties

Your Heronhurst Warranty:

Many window manufacturers offer a guarantee which is simply a promise. At Heronhurst our products are backed with industry leading warranties giving you the peace of mind that you are purchasing high quality windows and doors that will value to your home and last for years to come

The exact terms of your Warranty is covered in our Conditions of Business contained within this document. Please read and retain it for future reference

Our windows and doors should be cleaned and cared for on a routine basis using recommended products, further details of which are available via our website

<https://www.heronhurst.co.uk/help>

For each claim made under the warranty a valid warranty certificate must be presented in addition to a completed maintenance schedule for the installed life of the products and evidence of the defects claimed. i.e photographs

You can submit your photographs and raise a claim online at

<https://www.heronhurst.co.uk/service/>

10 Years is the maximum length of time our Warranties offer

The actual length of the warranty varies according to the product(s) purchases, their usage and the hardware included. Details of which is included within your Conditions of Business and is subject to normal wear and tear and excludes accidental or purposeful damage or damage caused through exceptional weather conditions





YOUR WARRANTY

conditions of business

1 In these conditions **HERONHURST WINDOW & DOOR CENTRE LIMITED** (trading as **HERONHURST**) is referred to as the **Company** and you are referred to as the **Customer**

2 ACCEPTANCE OF ORDER

2.1 All orders are accepted subject to the designs being within recommended safety requirements and a survey by the Company. If designs fall outside of recommended safety requirements or as a result of that survey, the order cannot be carried out for the price quoted by reason of its nature or incorrect pricing, the customer will be informed either that (a) the order is rejected, or (b) the order can be carried out but at an amended price

2.2 Within 7 days of receiving the notice of an amended price, the customer is free to cancel the order by sending written notice to that effect to the company. Any deposits paid will be refunded in full

2.3 If the company cancels the order, any deposits paid will be refunded in full

2.4 Only work clearly stated on this contract is included in the total price. Any additional works required will be charged for as extras

2.5 In the case groundworks (Conservatories, Sunrooms, Orangeries, etc.) and if the price quoted includes groundworks listed as listed on the contract, if upon excavation of the area unforeseen problems are found the Company reserves the right to increase the price to cover such items. Should the customer not wish to proceed with this extra work, there will be a 5% charge for in-instating the site and planning costs, and if the building has been manufactured a further fee of up to 75% of the total contract value

3 PAYMENT

3.1 All payments are to be made as scheduled in the contract and the customer is not entitled to withhold any payment by reason of any alleged defect. If the customer fails to pay any payment in line with the terms of contract and its schedule, the company will be entitled to charge interest on that amount at the rate of 4% above Barclays Bank base rate in force from time to time from the date the payment became due until actual payment is made (irrespective of whether the date payment is made is before or after any judgement or award in respect of the same)

4 SPECIFICATION

Representatives, showrooms and samples are used to demonstrate the typical features and benefits of the product(s) and its composition. Products will be measured and manufactured in the way considered most suitable by the company and in line with the company's policy of continuous product improvement and development. The company reserves the right to make any necessary modifications, and as such the goods supplied may not necessarily correspond to such display models or samples exactly

5 GLASS

5.1 All glass shall be of good quality but the company shall be under no obligation whatsoever in respect of minor blemishes and imperfections not guaranteed by the glass manufacturer and in line with industry guidelines. The company will not replace any glass cracked or broken after installation. Toughened safety glass (used in doors, conservatories, etc.) is specifically liable to inherent imperfections arising from the manufacturing process

5.2 Stain and bevel designs are individually created by glass artists and therefore variation of design and colour shades can be expected. Therefore the company makes no guarantee to match existing colours or previous design

6 INSTALLATION

6.1 Whilst every effort will be made to keep within any specific scheduling requirements, the company cannot guarantee individual start or completion dates due to the nature of the work

6.2 You must ensure that all laws, regulations, orders and directives are complied with and that any approvals, licenses or permissions have been granted prior to the installation commencing. If you require Heronhurst to apply for Planning Permission or Building Regulations on your behalf, then a fee is payable as indicated on your contract should planning fail

6.3 The customer shall grant the company's employees and agents access to the premises at reasonable times for the purpose of taking measurements and to carry out the work specified within the contract

6.4 The company shall make good any damaged caused in the course of installation to plaster, floor, rendering or brickwork immediately surrounding any window or door installation, but does not undertake to provide matching ceramics or other tiles or finishes, or specialist finishes such as Tyrolan or pebbledash or to avoid damage to surrounding wallpaper or paintwork or to remove intact any frames or panes of glass from old products required to be retained by the customer. Any existing problems not covered by your contact and highlighted by the company prior will be excluded from our offer to make-good

6.5 The company accepts no responsibility for any damage resulting from structural or other pre-existing defects in the property at which the installation is carried out. The customer shall be responsible for the removal of all internal fittings that are considered necessary in the opinion of the company's surveyor and / or installers to enable the installation to be carried out

7 WARRANTY

7.1 The company guarantees the products manufacture and / or supplied by it for the following period(s)

PVCu or Aluminium Window Frames, Roofs and Doors, Composite Doors	10 Yrs
Roofline (including Fascia, Soffit, Cladding, Guttering and Downpipes)	10 Yrs
Timber / Wood Window Frames Roofs and Doors	10 Yrs
Sealed Glass Units (installed with a Heronhurst product)	10 Yrs
Sealed Glass Units (installed within another brand of existing product)	5 Yrs
Integral Blinds	5 Yrs
Handles, Hinges, Door and Window Locks, Furniture, etc.	2 Yrs
Any products or services not covered by the above will be listed on your Contract	

Manufacturers warranties which may be offered beyond those listed above must be claimed directly with the manufacturer under their terms of business, and are not offered or supported by Heronhurst in any way. Direct warranties may require registration at time of installation.

If during the relevant period shown above, anything covered by the guarantee proves defective as a result of faulty materials or workmanship then the company, at its sole discretion, will repair or replace the defective product free of charge of all parts and labour. Due to continuous

product development and supply chain changes the company cannot guarantee an exact product match under this warranty, other than a product of equal or greater specification will be provided. The company does not provide nor cover the cost of any emergency repair or replacement service, and all works carried out under this guarantee will be within our standard time scales and during our normal working hours

Excluded from this guarantee is a) fair wear and tear, b) neglect of maintenance and care by the customer, c) where the installation was not carried out by the company or its authorised agents, or d) where the product has been altered or repaired by anyone other than the company or its agents

7.2 The Warranty period commences on completion of works. The company is not liable to provide service under the warranty unless payment of the full contact value has been made and the customers account is up to date and cleared

7.3 Underwritten Insurance Backed Warranties are provided exclusively to homeowners living at the installation address and cannot be provided to let homes, second or subsequent homes, commercial premises or otherwise. Terms of the underwritten warranty are available on request

8 CONDENSATION

The company does not guarantee that condensation, if any, can be eliminated or reduced by installation of its products nor accept liability for condensation which is a natural phenomenon caused by degrees of humidity, temperature and ventilation

9 SOUND

The company does not guarantee that the level of sound transfer can be eliminated or reduced by the installation of its products

10 LIMITATION OF LIABILITY

The company shall not be liable for any delay in the start or completion which arises from causes beyond our control for example, flooding, criminal damage, weather or reliance on third parties

In the construction industry snagging or remedial work is deemed normal and Heronhurst will not be liable for any consequential loss of earning, compensation payments due the completion of this work

Where the customer is a consumer (as defined by the Unfair Order Terms Act 1977) nothing in these Conditions of Business shall effect their statutory rights

The company's total liability in respect of this order shall be limited to the gross contract value

Nothing in these conditions excludes or limits the liability of the company for death or personal injury caused by the company's negligence or fraudulent misrepresentation

11 ASSIGNMENT

This guarantee is personal to the customer, and you must not assign this agreement or any rights hereunder to any third party. Your warranty is non-transferable unless otherwise clearly stated

12 TITLE AND RISK

Title of the goods remain with the company until cleared payment in full has been passed to the company. If payments remain unpaid, the company may for the purpose of recovery of its units and / or equipment enter the premises where it is installed and may remove the same without the requirement to make-good, repair or replace

Risk in and responsibility for products and equipment passes to the customer on arrival at the customers premises

13 FORCE MAJEURE

The company shall not be liable for any delay or consequences of any delay in performing any of its obligations under this order if such delay is due to any cause whatsoever beyond its reasonable control and the company shall be entitled to a reasonable extension of the time for performing such obligations

14 SEVERANCE

If any provision of these conditions is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these conditions and the remainder of the provision shall not be affected

15 CANCELLATION

In certain circumstances, if a consumer you have the legal right to cancel the contract within fourteen days of signing, by serving the company written notice. The cancellation slip below may be used. Delivery by recorded delivery is recommended. This period of cancellation can be waived by the customer in order for priority manufacture or supply of services to proceed. This can be indicated by signing the relevant area on the contact



A Part of the HERONHURST Group



18 Mill Street Ind. Est., Abergavenny NP7 7HE Telephone 01873 858428
www.heronhurst.co.uk Email sales@heronhurst.co.uk

I/We* hereby give notice that I/we* wish to cancel our order and your offer as detailed in this contract (*please delete as appropriate)

Signed: _____ Date: ____ / ____ / 20__

Name: _____

Address: _____

_____ Post Code _____



Ways to get in-touch : Today there are more ways to get in touch than ever, so you can choose the way that fits with you and your task best

Visit our showrooms – easy to find (we're behind Aldi on the edge of Abergavenny town centre), **free on-site parking** and **flat access for all**

Enter **NP7 5HE** into your Sat Nav – we're at **18 Mill Street Industrial Estate, Abergavenny NP7 5HE**

Arrange your home visit talk with us on **01873 877670** or **book online** at www.heronhurst.co.uk/appointment

Arrange your digital online Signable Order Confirmation online at www.heronhurst.co.uk/sign

Talk with us on **01873 877670**

What's App or **SMS** us on **07723 455659**

Chat online at www.heronhurst.co.uk and click on our **Assistant icon**

Email us sales@heronhurst.co.uk

After you have placed your order and paid your deposit, you can contact our follow-up teams directly

Survey on **01873 858428** or email survey@heronhurst.co.uk

Installation on **01873 858428** – speak with **Emma** or **Ellie** or email install@heronhurst.co.uk

After-Sales on **01873 858428** – speak with **Susan** or email aftersales@heronhurst.co.uk

Accounts on **01873 858428** – speak with **Sion** or email finance@heronhurst.co.uk

And of course, you are always welcome to get back in touch with our **Sales and Design Team** who are always happy to help

When? : If you wish to talk with the team over the phone or in person, our teams run different schedules

Sales are available 9am through 5pm Monday to Friday, and until 2pm every Saturday

Survey, Installation and Accounts are available 8.30am through 5pm Monday to Friday

After-sales are available 9.30am to 4pm Monday to Friday





Extended Manufacturers Warranty:

Subject to compliance with their Terms and Conditions, and Post Installation Registration at their website within the required timeframe, your purchase of Bereco Timber Windows or Doors can benefit from their Extended Warranty, direct with the manufacturer

This warranty is exclusively arranged between Bereco and domestic clients directly, and in no way is covered or alters your Heronhurst Warranty

You can find out more and register your warranty (if applicable) at:

<https://www.berecowarranties.co.uk/>



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18 Mill Street Industrial Estate
Abergavenny NP7 5HE



Sales 01873 877670

Aftersales Service 01873 858428



www.heronhurst.co.uk

email: sales@heronhurst.co.uk

What's App and SMS 07723 455659



HomePro
connect with the best



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