

Terms and Conditions

1. Definitions

“Company”, “we”, “our”, or “us” refers to the door company providing services and products. “Customer”, “you”, or “your” refers to the person or business purchasing goods or services from the Company. “Services” includes installation, repair, maintenance, inspections, emergency call-outs, and related work. “Goods” includes garage doors, motors, parts, accessories, and related products.

2. Quotations and Pricing

1. All quotations are valid for 30 days unless otherwise stated. 2. Prices are subject to site inspection and may change if additional work or materials are required. 3. Any variations requested by the Customer after acceptance may incur additional charges. 4. VAT will be charged where applicable.

3. Bookings and Deposits

1. A deposit may be required before work is scheduled. 2. Orders for custom-made or special-order products cannot be cancelled once manufacturing has begun. 3. Appointment dates are estimates and may be subject to change due to weather, supplier delays, or unforeseen circumstances.

4. Payment Terms

1. Payment is due immediately upon completion of work unless otherwise agreed in writing. 2. For larger installations, staged payments may apply. 3. Late payments may incur interest and recovery costs in accordance with applicable law. 4. The Company reserves the right to retain ownership of goods until full payment is received.

5. Customer Responsibilities

The Customer agrees to: 1. Provide safe and reasonable access to the property. 2. Ensure electricity supply is available where required. 3. Remove vehicles or obstructions from the work area before arrival. 4. Inform the Company of any known hazards or structural issues.

6. Installation and Repairs

1. The Company will carry out work with reasonable care and skill. 2. Repairs are based on visible inspection only; additional faults discovered during work may require further repairs at extra cost. 3. Existing structures, wiring, or surfaces may limit installation options. 4. The Company is not responsible for delays caused by circumstances beyond its control.

7. Warranty

1. New products may include a manufacturer’s warranty, subject to manufacturer terms. 2. Labour warranties apply only to work completed by the Company. 3. Warranties do not cover misuse, accidental damage, lack of maintenance, normal wear and tear, or damage caused by third parties or weather events. 4. Any warranty claim must be reported promptly with proof of purchase.

8. Emergency Call-Outs

1. Emergency or out-of-hours services may be charged at higher rates. 2. Call-out charges apply regardless of whether repairs are completed on-site.

9. Cancellations and Refunds

1. Customers must provide at least 24 hours' notice to cancel an appointment. 2. Deposits for custom products may be non-refundable. 3. Refunds will only be provided where required by law or agreed by the Company.

10. Liability

1. The Company shall not be liable for indirect, incidental, or consequential losses. 2. Liability for any claim shall not exceed the total amount paid for the relevant service or goods. 3. Nothing in these terms excludes liability for death, personal injury, fraud, or any liability that cannot legally be excluded.

11. Property Damage

1. While reasonable care will be taken, the Company is not responsible for pre-existing damage or hidden defects. 2. The Customer must report any concerns within 48 hours of completion.

12. Photographs and Marketing

The Company may take photographs of completed work for quality control or marketing purposes unless the Customer requests otherwise in writing.

13. Data Protection

Customer information will be handled in accordance with applicable data protection laws and will not be shared with third parties except where necessary to provide services.

14. Force Majeure

The Company shall not be responsible for delays or failures caused by events outside reasonable control, including extreme weather, supplier shortages, transport disruptions, or labour disputes.

15. Governing Law

These Terms and Conditions shall be governed by the laws of England and Wales, and any disputes shall be subject to the jurisdiction of the English courts.

16. Acceptance

By approving a quotation, booking services, or allowing work to commence, the Customer confirms acceptance of these Terms and Conditions