

Prime Double Glazing : Terms and Conditions

Last Updated : 01 September 2023

Acceptance of Terms

By engaging in any form of transaction or services with Prime Double Glazing Ltd ("the Company"), you acknowledge and agree to be bound by the terms and conditions outlined herein. Please review these terms carefully, as they contain important information regarding your rights and obligations. The Company reserves the right to update or modify these terms without prior notice.

Quotations and Estimates

All quotations and estimates provided by the Company are valid for a specified period, as indicated in the document. Prices quoted may be subject to change based on factors such as fluctuations in material costs or adjustments to project specifications. Any additional costs will be communicated and mutually agreed upon with the customer before work commences.

Payment Terms

Payment terms will be clearly outlined in the quotation or estimate provided to the customer. In most cases, a deposit is required before the commencement of work, with the balance due upon completion of the project. Failure to make timely payments may result in delays or additional charges.

Cancellation and Refunds

Customers have the right to cancel an order within a specified period from the date of acceptance. The Company's cancellation policy, including any applicable charges or fees, will be communicated to the customer. Refunds, if applicable, will be processed in accordance with the Company's refund policy.

Installation and Completion

The Company will make reasonable efforts to adhere to the agreed-upon installation timelines. However, unforeseen circumstances such as adverse weather conditions may impact the schedule. The customer will be promptly informed of any delays, and the Company will work diligently to minimize disruption.

Product Warranty

Prime Double Glazing provides a warranty on its double-glazing products against defects in materials and workmanship. The terms and duration of the warranty will be clearly specified in the warranty documentation provided to the customer upon completion of the project.

Customer Responsibilities

Customers are responsible for obtaining all necessary permissions and approvals before the commencement of work. Any costs or consequences arising from the lack of required permissions will be the sole responsibility of the customer.

Care and Maintenance

Upon completion of the project, customers will be provided with comprehensive care and maintenance guidelines for the double-glazing products. It is the customer's responsibility to adhere to these guidelines. Failure to do so may impact the warranty provided by Prime Double Glazing. The Company is not responsible for damage caused by improper use or maintenance.

Liability

The liability of Prime Double Glazing is limited to the value of the products and services provided. The Company will not be liable for any indirect, incidental, or consequential damages arising from the installation or use of its products.

Governing Law

These terms and conditions are governed by the laws of England & Wales. Any disputes arising from these terms will be subject to the exclusive jurisdiction of the courts of England & Wales.

Please carefully read and understand these terms and conditions before proceeding with any transactions. If you have any questions or concerns, do not hesitate to contact Prime Double Glazing at 42 Plashet Road, London, England, E13 0PU.

Prime Double Glazing reserves the right to update or modify these terms and conditions at any time without prior notice.