

Our Principles

Advertising

We comply with the requirements of the industry standards authority.

Sales Information

We will do our best to help you understand what you can expect if you enter into a contract with us. Please do not hesitate to ask for more information if you are in any doubt. We have a range of literature available explaining our products and also a showroom exhibiting our products.

Telephone Sales

We do not participate in telephone sales. We will only call you if you have initially contacted us.

Terms & Conditions

Our terms and conditions are printed on the back of our contracts. If at any time you do not understand, please ask for an explanation.

Complaints

We are sure that you will be satisfied with our service. However if you are not you can contact us by telephone or alternatively write to us within 7 days addressing your complaint to the Managing Director.

If your complaint cannot be resolved by us

In the unlikely event we cannot solve your problem, you can contact Fensa, the registered industry governing body. Frames Conservatories Direct is a Fensa registered company. Our registration number is 12759.

The Sale

Customer Relations

Our sales staff will treat you with respect and courtesy at all times and will behave in a manner which reflects the integrity of Frames Conservatories Direct.

Advice

We will give the best advice possible about our products. If more information is required, then please do not hesitate to ask.

Promotions

We will promote our products and services based on their strengths and not on our competitors' weaknesses.

Sales Contract

We have a designated order form which will show full specification, price and terms and conditions on the reverse. Please do not sign anything until you fully agree with what you are purchasing and that everything is to your satisfaction. Once this is signed, your order is then submitted to the office where a letter will be sent indicating when you can expect a survey to take place.

Cancellation of Contract

Where a contract is negotiated away from business premises (your home) and you then wish to cancel, this must be done in writing within 7 days of signing. The day you sign the contract is regarded as day one. We suggest that you obtain proof of posting to remove any doubt as to the date of posting.

Deposits / Part Payment

We do not ask for deposits. However, on the erection of conservatories, we require 40% of total invoice on completion of basework.

Financial Commitment

Our sales staff will try to ensure you understand the financial commitment you are taking on when you sign a contract (40% payment due on completion of conservatory baseworks and payment due in full on completion of installations). If payment by credit card is made, an extra 2.5% will be added to the total price.

Confidential Information

We will not disclose or make use of any confidential information unless we have your consent.



The Survey

Date of Survey

We will try to carry out surveys as soon as possible - hopefully within 3 weeks of you signing the contract. Please understand this period is not a condition of the contract between us.

Existing Defects

When we carry out a survey at your property, our surveyor may find existing defects that may have to be remedied before we can carry out the contract. This may affect the cost. If this is the case, you or we have the option to cancel the contract.

Preparatory Work

If you require us to carry out the preparatory work, we will quote for doing so. If this is acceptable you will be required to sign a form stating the additional work and the extra cost. If you are not prepared for us to carry out this work, then you must have it carried out by someone else before commencement of your contract with us.

Conservatories

If a conservatory is required, it is at this point that both parties will agree the location of skips and building materials.

The Product

We manufacture all of our own products at our factory in Bury in accordance with the system supplier's recommendations. A copy of the specifiers guide is available on request. All sealed units are Kitemarked and PVC products are manufactured under the relevant BSI standards.

The Installation

Installation Date

The surveyor will give a more specific start date, which will be confirmed by head office by telephone, letter or both.

Start of Installation

If for some reason your installation cannot start on the anticipated start date or time, you will be contacted at the earliest possible time and allocated the next installation slot available.

Installation Team

All our installation teams are fully employed by the company. We do not use subcontractors.

The installation team will introduce themselves to you and will require a tour of the property prior to commencement of works. You are required to provide electricity and ensure that all furniture and fittings around the installation are clear.

Change of date can be caused due to weather or sickness and no compensation will be given.

Damage

We shall take every reasonable precaution to protect your property and possessions and we carry insurance in case anything is damaged by us. We suggest that you put away anything that has monetary or sentimental value in a safe place.

The Guarantees

Statutory Rights

Our guarantee does not take away or diminish your statutory rights.

Operation of Guarantee

Your guarantee will be issued on completion and final payment of installation.

Insurance Backed Guarantee

Insurance backed guarantees are issued free of charge on orders over £1,000. However, if your installation is less than this, you can purchase a guarantee at cost price.

After Sales

Post Installation Visit

After the installation you will receive a call or visit from a representative of the company. The aim of the visit is to collect the customer charter questionnaire and to encourage you to use the recommendation vouchers. At this point you will be issued with the maintenance kit, if applicable.

Service Calls

In the event of a service call being required, you must contact head office where this will be logged and passed onto the installation team who will then contact you to arrange a suitable time.

