

In signing the confirmation attached to my order, I agreed to the terms and conditions listed below:

I agree to the payment terms which are 50% deposit with signed approval, followed by the remaining 50% 7 days prior to the scheduled delivery or collection date. In both cases the payment must be cleared funds.

I understand that the order process does not start until my deposit has been cleared in L&L's bank account and any delivery dates may change due to payment delays.

Any site fitting will not include removal and disposal of old products.

I confirm I have received sufficient technical information, drawings and images of the product to place an order and understand that drawings on the quote are only a guide.

The sizes and specification of the items within my quotation are correct.

I understand that there is a natural colour variation in the grain of timber which may be seen through a stained finish. Particularly in orders placed at different times there may be a perceivable difference in colour.

If a site survey has been completed by L&L I am still responsible for the specification of each item. L&L take responsibility for the dimensions.

L&L must be informed of any changes to openings / structural details that may affect the fitting of the product. If when fitting a product it is found that changes have been made after the survey any adjustments required to the opening or lintel will be undertaken by the client or charged by L&L. Finished floor levels/ ceiling heights will be installed at the agreed height if not present during the survey.

If your products are stained you have seen the stain, if the doors are painted you approve the RAL number. L&L will not be responsible if the finish is not what you expected it to be.

If you have specified transparent lacquer or no finish on the exterior of a timber product you accept that it is not guaranteed and will require regular maintenance.

Items within this quotation are made specifically to the customer's requirements and therefore cannot be changed once the order is processed (occasionally orders may be changed after order, when this is possible L&L reserve the right to charge an admin cost).

All items are shown indicating the external face. This is a critical consideration where items are not symmetrical, ie handed.

Final payment must be paid in full 7 days prior to the fitting, delivery or collection date, if cleared funds are not received despatch will be delayed.

Payment must still be made prior to the pre-arranged date even if the date is moved.

If a fitting date is cancelled the following charges will apply and a new fitting date will have to be reserved depending on available dates:

Over 14 days 20% of the full fitting charge

Less than 14 days 30% of the fitting charge

Less than 7 days 50% of the fitting charge

A scheduled delivery can only be delayed by 14 days. If a delivery or installation is delayed by more than 14 days, L&L have the right to charge for storage at 1% of the contract value per week until delivery is made.

If the fitting team arrives on site and are not able to complete the job the full fitting cost will apply.

Deliveries are made between 8am and 6pm, you can call the office on the day of delivery to obtain the drivers contact number.

There must be someone on site to assist with unloading of the goods and sign a delivery note.

We advise that you allow at least 24 hours between acceptance of goods and fitting them to check all items.

You must have a representative on site to approve fitted items and observe a demonstration of any adjustment process (5 minutes), after installation approval the adjustment is the responsibility of the end user once the products are installed and may have to be undertaken periodically.

If my order is being fitted:

\* I will ensure that a responsible person will be on site to approve and sign for the installation and observe an adjustment demonstration (if applicable).

\* Old products will be removed prior to fitters arriving on site.

\* All installation areas will be prepared and adjacent areas clear of obstruction, I will provide scaffolding where required.

\* I understand that some of the items being manufactured are large in size so I will ensure that there is sufficient access to the installation point to allow for the size. If when the fitters arrive on site they cannot get the items to the installation point, I accept that the fitting will be abandoned, the goods left on site and no refund will be payable for the fitting.

\* Making good of any part of the building (e.g. plaster / floor / ceiling) is my responsibility.

\* I will make separate arrangements for alarm systems with any functionality related to areas where L&L staff are required to work to be made safe for the period of work.

\* I understand that alarm system disconnection, connection and / or functionality from / to L&L installed items is the sole responsibility of the customer.

If the order involves windows and doors:

To ensure compliance with regulations, Law and Lewis must be informed of any opening window with a bottom edge of 800mm or less from the finished floor level. Where opening windows have been identified with a lower edge 800mm or less above finished floor, restrictors are required to conform with regulations. I understand that these will be supplied by L&L only if requested, and not fitted. In addition, I understand these are my responsibility to install.

Folding Sliding door frames are usually delivered unassembled due to size and weight

Please note that our timber Folding Sliding doors use a top hung system and require a load bearing lintel fitted prior to installation.

You accept that the product specification supplied meets your building regulations

I accept that timber doors may not finish completely flush with the frame and that there is a tolerance allowed (this does not affect the operation or performance of the door)

The way the window or door opens is correct.

I will follow any product maintenance guidance provided by L&L.

You are signing the most recent quotation provided by L&L, do not sign an old quote as the specification may have changed.

The goods you are purchasing will be manufactured to the exact specification on this quotation irrespective of any details provided prior to the final quotation being produced.

Do not sign this approval if you are unsure of any part of the specification. If you agree with the specification please sign below.