

TERMS AND CONDITIONS OF SALE

INFORMATION ABOUT US AND HOW TO CONTACT US

Who we are. We are Marlin Windows Ltd Limited, company registration number 06625209 registered office Chapel Works, 1 Fruit Street, Keighley, West Yorkshire, BD21 4LE VAT number 948319783.

How to contact us. You can contact us by telephoning our customer service team on +44 (0) 01535 603909 or by writing to us at our address above, or by email to sales@marlinwindows.co.uk.

1. Payment

To place all orders we require a 50% deposit, and the balance payable with cleared funds 48 hours prior to delivery. We require details and sizes to be provided for all orders (for any assistance please contact our helpful team or book in a visit to see us). All products remain the property of Marlin Windows Ltd until paid for in full. Our estimates are subject to final survey, designs, specifications and structural calculations.

2. Cancellation Policy

Please see the following link:

www.marlinwindows.co.uk/terms-and-conditions.html

3. Delivery

All our quotations include for delivery unless stated otherwise.

Please make sure that there is adequate site help/lifting equipment to assist in the offloading of heavy frames and glazing with appropriate access for large vehicles. If our delivery cannot be completed for any reason, (e.g. inadequate site assistance) we will have to return the products to our factory and a reasonable fee will be charged for storage and a rearranged delivery.

4. Replacements/returns

Whilst our aim is to provide products of the highest standard, however there may be cases where part of a product needs to be replaced or is faulty. This relates mainly but not limited to glass units or hardware. If you have received something that is not fit for purpose, please contact our office within 48 hours of receiving the delivery and we will do our best to replace the faulty item as quickly as possible. Please note we cannot be held responsible for any additional costs incurred (i.e. return visits to site for installers/contractors, extension periods on scaffolding, other ongoing works/trades etc).

SUMMARY OF YOUR KEY LEGAL RIGHTS

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

If your product is goods, the Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected life of your product your legal rights entitle you to the following:

- up to 30 days: if your item is faulty and can't be repaired or replaced, then you can get a refund.
- up to six months: if your faulty item can't be repaired or replaced, then you're entitled to a full refund, in most cases.
- up to six years: if the item can be expected to last up to six years you may be entitled to a repair or replacement, or, if that doesn't work, some of your money back.

5. Amendments and revisions

We reserve the right to re-price should any of the details or sizes change within an order. Please note if an amendment is made to an order that has already been placed, or for an installation that has been surveyed and agreed, then the costs already incurred for these items will be charged accordingly.

6. Colours

All aluminium sections have a single non-metallic polyester powder finish, from the extensive standard RAL matt colour range available to our company. Please note that all metallic colours and frequently specified colours which are not stocked by our applicators incur an additional charge. Dual colour options are available at an additional cost.

7. Ancillary parts

Frame build ups, trickle vents, add-ons, extensions, and aluminium pressings etc are not included in our quotations (Unless specified otherwise) All curtain wall items do not include fixing brackets as they have to be calculated and surveyed on site.

8. Warranty

We provide a manufacturers guarantee for a full 10 years, with 5 years on glazing and 1 year on hardware.

Standard powder coated paint finishes are guaranteed up to 25 years against the following faults:

- Peeling, powdering, and blistering.
- Corrosion except due to bending or folding after the application of the paint.
- Chalking, fading and loss of sheen out of the Qualicoat regulation.
- Filiform corrosion
- Coastal or hazardous environment projects are subject to an application to the paint manufacturer.

Note: All warranties will become invalid if products are taken overseas.

9. Location/Weather

Our quotations are based on historic weather information that is available from the Met Office. It is vital that you inform us of known geographical weather conditions that are not on record but are specific to your location. This is so that we can advise you on product suitability for the purposes of weather performance.