

Qualifications & Terms

S1	This quotation is subject to a site survey prior to acceptance. All terms subject to written agreement. TFD have provided provisional costs only and await access to carry out pre-start survey. It was identified in survey that service penetrations require sealing(both sides). Any asbestos registers or management plans must be provided alongside a refurbishment and demolition survey, this can be provided by TFD at a supplementary cost.
S2	We assume that we will have a clear and unobstructed access to the work area(s) & suspended ceiling is removed to allow access if required.
S3	Our quote includes only the items of works described within schedule issued to AFPL. Client is responsible to check the scope of works and confirm if it is accurate before instructing us to proceed.
S4	Unless clearly specified within, we would have not allowed in our quotations for any works that may have been assumed by Clients, for verbally agreed requests and/ or any past agreements.
S5	Any additional items of works / increased quantities will be subject to separate costs.
S6	Where we have quoted to carry out more than one item of work, our price is based on the entire quotation being accepted. Should the Client wish to accept only part of the quotation, our prices may be subject to increase.
S7	Any variations (Example: change in scope or quantities, etc) will be subject to a revision of our quote (or of any items within) for which we require a minimum of 1 week notice to prepare, from the date of us receiving drawings and full specification for these works – and not necessarily at the same rates provided initially.
S8	Any costs we may have to incur in addition to our quote and in relation to the project which are due to events outside our control shall be added to the quote as a separate charge. Example: Standing time due to Client instructions but lack of preparation to facilitate our works, failure to comply with the provisions of our T&C's, interruptions, delays, overtime, night or weekend working, variations for works for which we are not responsible, mistakes by other trades, lack of site coordination etc
S9	Our quote/ rates allow for normal hours working only (MON to FRIDAY 8am to 4PM); Out of hours working and weekend working will be charged at rate plus a premium of 20 to 50% - TBC
S10	This quote is valid for a period of 60 days from the date of our submission, unless the site is LIVE and the conditions adversely change in the meantime/ before the works are instructed to us. In such cases we reserve the right to re-survey & revise our quotation to reflect the site conditions present at the time of us receiving the actual order for the works
S11	Our quote/ rates allow for our preferred range of products or the products described within our quote. Costs uplifts may be applied if the manufacturer/ spec required will differ - FSI FIRE RATED PRODUCTS
S12	We do not provide design services as covered under the CDM Regulations and we may refuse to work under design & build contracts. We must be informed of the type of Contracts in which we are expected to offer our services PRIOR to us being asked to submit a quote for any works, otherwise Clients will agree to accept our tenders/ quotes/ offer for supply or supply & fit services without design liabilities and based on our Terms & Conditions.
S13	Our services/ works are limited to installation of manufacturer proprietary fire protection systems to Client specific site scenarios. As these works are depending on a lot of factors outside our control, we do not accept liabilities for the performance of products installed or their tested designs.
S14	Clients must ensure that any products that we quote for the works are fully assessed and approved by a competent Designer prior to instructing us to carry out the actual installation works

S15	Our quotation is based on the information provided to us. Should any variations, errors or discrepancies occur which affect our order value, we reserve the right to make adjustments to it.
S16	We reserve the right to review the programme of works after submitting quotations. If the Clients' programme of works is not communicated to us for assessment prior to us submitting our quotation, then our estimated timeframed duration to complete works along with any lead times for mobilisations will take precedence.
S17	Compliance Certification is dependant of Client ensuring optimal site conditions and environment for works to be carried out safely and in accordance with manufacturers tested details.
S18	We reserve the right to review and apply cost uplifts to any of the Items of works described within our quote as to account for loss of installation productivity on projects where detrimental site conditions affect the site conditions/ installation access for our works.
S19	Any changes to the scope of works or to the site conditions recorded at survey stage that occur after works are instructed may invalidate our quote and/or the proposed installation program
S20	Standing time for our installers due to delays out of our control will be charged separately at a labour rate of £45/ man per hour, or higher if project is outside London. Example of delays: Labour was sent to site but work areas are not ready for them; obstructions in the way that have not been removed by the Client; de-mobilisation from one area and mobilisation to another area at urgent Client request - thus affecting the continuity of works/ reducing our installation productivity
S21	Installation is not guaranteed in areas where access is hindered by existing services, ceilings, scaffolds, stored materials & equipment or any other physical obstacles that prevent clear and unobstructed access. Client will need to provide a person in attendance to facilitate installation access within all areas and/or remove and re-instate all obstacles. In these instances, it will be the Client's responsibility to either facilitate good installation access as to ensure our work continuity or accept our de-mobilisation and re-mobilisation charges.
S22	Our quote excludes return visits to make good completed works following damages by others. Such return visits will be subject to additional costs
S23	Client must ensure that sufficient areas for work are ready and available for each day of site visit per man, to account for our stated minimum value of works.
S24	Unless otherwise clearly stated, our quote is valid for works being carried out using a step ladder or a mobile podium to reach a maximum working height of 3.5 meters. Client will need to provide any access plant required as to allow us to safely reach and work at heights above 3.5 meters, or on the staircases, inside loading bays, outside the buildings, etc, such as: mobile towers, bespoke scaffolding, MEWPS,etc

	Clients must be fully aware of their responsibilities regarding the Building Regs and Passive Fire Protection (PFP) on their project and facilitate conditions to allow us to install compliant installation of proprietary PFP systems: * Ensure there is full & unobstructed access to carry out the works * Make sure that the substrate is correctly constructed with materials suited to receive compliant PFP works * Walls are built correctly, openings are framed correctly & total nr of services running through openings does not exceed the tested details * They are aware of the manufacturer recommended distance between M&E services and they ensure this is followed, as to allow us to install compliant/ tested solutions. * Ensure the installation of fire dampers to any non-fire rated ducts before the installation of any PFP systems. * Ensure that only one fire damper is installed in each opening and, for fire blankets, dampers are factory fitted with flanges as to enable us to mechanically fix the barrier to the damper * Provide us with information (manufacturer & type) of any installed fire dampers along with their recommended method to fire stop around them. * Ensure that services running through openings are independently supported each side of the seal, etc.
S25	
S26	Engineered AD-HOC solutions will be employed whenever project conditions do not meet manufacturers tested scenarios - such as poor project design, poor management of trades, unphased works, uncompliant supporting substrate, limited installation access or any other adverse installation site conditions - as these will prevent installation of compliant & certifiable works.
S27	Our rates don't allow for full time site management or supervision. Client must ensure that all installation issues highlighted by our operatives & management are resolved swiftly on site along with other trades and main contractor
S28	Acoustic works will be issued with bulk (unreferenced) photographic evidence upon completion, unless otherwise specifically requested by the Client at the beginning of the project
S29	Quote allows for using Aries Fire Protection preferred range of products
S30	Clients are advised that for standard batt & mastic works we require 5 working days for mobilisation, from the date of receiving written instructions/ PO/ contract for services. For other works - such as fire doors - please expect lead times of at least 21 days
S31	All access plant delivered to site as well as all the materials supplied and installed will remain our property until full payment is received from the Client. Risk in any materials and/or equipment supplied by us shall pass to our Client immediately on delivery of such materials and/or equipment to site.
S32	Instructed works can be cancelled free of charge up to 48 hours in advance unless the materials that have been ordered are non-refundable in which case these will be invoiced for their full value plus any delivery and collection charges. Any costs incurred from our suppliers due to Clients' cancellation of works and associated scheduled deliveries/ collections along with any fees will be passed on to the Client.
S33	If the goods and materials are delivered to site and the site has not progressed sufficiently so as for our installation to commence and the goods and materials are placed into storage on site, the responsibility for protection and insurance of the goods and materials passes to the Client, whilst title of the goods and materials will remain with us until we are paid in full.
S34	If the installation date is delayed through no fault of our own and the Client decides not to store the materials on site, we shall place them into our storage and any costs associated with collection from site and storage shall be passed on to the Client.
S35	In the event that any of our materials need to be returned as a result of changes to the specification by the Client or due to any cancellation of works, we reserve the right to make a charge for materials collection, redelivery, restocking and administration costs.

S36	Delivery costs are calculated on the basis of a standard lorry, with no access restriction to site. Additional costs may be applicable if special requirements or restrictions are in place.
S37	We don't accept any responsibilities, penalties, warning notices or claims if, for any reason, our suppliers are unable to deliver all, or part of the ordered materials on the agreed date.
S38	We accept no responsibility for any failure, negligence, or actions of a third party in relation to the products we supply or fit
S39	Whenever possible we will advise in our quote email an estimated duration of works - based on when we can supply resources and mobilise resources. Our estimated duration of works is based on ideal site condition and full works continuity and will rely on the Client to allocate sufficient time for these works in its works programme.
S40	We will not accept any works programmes imposed onto us if we only receive it AFTER we submit our tender/ costs/ quote or AFTER works have been instructed to us. Our Company will have the right to either accept or decline such a programme; to revise it and submit it along with a revised quote and terms & conditions; or withdraw part or all of the offer for services altogether and at any time, should we do not come to an agreement with the Client. And there will be no liabilities arising from our choice.
S41	We warrant to our Clients that our services will be provided using reasonable care and skill in a workmanlike manner and, as far as reasonably practicable in accordance with the agreed Quote, our Terms & Conditions or agreed instructions in the form of a COMPLIANCE CERTIFICATE. We do not provide warranties or guarantees against any information, products and/ or equipment provided by a third party, such as product manufacturers or access plant suppliers.
S42	Our Conformity Certificate will not be valid if, at any time, the Client will employ others to carry out part of the works in our scope, additional works within the same location as those completed by us or any remedials to works completed by us. All liabilities arising from this decision will rest with the Client.
S43	Valuations sent by us will be deemed as accepted by the Client if they are not processed within 1 week
S44	This quote is subject to 30 days payment terms from the date of our invoice/ APP for Payment being submitted. NOTE that our first Application for Payment may include the value of any material orders placed by us that are subject to special orders or for which our suppliers do not accept returns/ refunds
S45	We reserve the right to discontinue or terminate some or all of the works described within should the Client not abide by the agreed payment terms and seek compensation from the Client for works completed and interest for delays in payments
S46	Our Company does not provide collateral warranties (CW), Guarantees or Third Party rights. We must be informed should these be required PRIOR to us submitting a quote and again BEFORE our quote is accepted and instructed, otherwise Client implicitly agrees to accept our offer for services without us providing any of these. We reserve the right to deny to offer these, to refuse to work on a projects where these required, or choose to charge a consistent fee to provide own version of such documentation. Clients will not have the right to withheld payment for any of our completed works if our Company does not agree to offer any of these.
S47	As shown on schedule of rates, there is an uplift of 35% on Pattress/mechanically fixed installed fire batt systems.
S48	This quote is exclusive of retention and/or MCD and will revised/ increased if, at any point, any of these are requested by our Clients

S49	All deliveries/order are of the responsibility of client - Failure to deliver on agreed dates & times will incur costs for loss of time and/or standing time.
S50	If, Tenants do not allow entry to carry out remedial works and/or miss agreed appointments. AFPL reserve the right to apply additional costs for loss of time and/or standing time.

TECHNICAL T&C's

T1	In order for us to be able to certify works as compliant, all Clients must take into consideration their responsibilities under Building Regs and apply the practical advice coming from relevant bodies such as ASFP which is further explained in below conditions that must be met prior to us being instructed to carry out an PFP works.
T2	* We need to receive from Clients full & clear specification for the products to be used, a clear design of the works, a clear scope of works and clear information regarding the fire ratings required - along with relevant fire strategy drawings. * Failure to provide these PRIOR to commencement of works could lead to failure to certify the works as compliant. Moreover, we will not be able to provide correct and complete records and reports for any of such works undertaken. * Should the client provide us with drawings after works commence on site, or if Clients will provide and request for drawings to be marked up AFTER we completed works - then an additional fees will be charged in addition to the value of any works carried out.
T3	Clients must provide full information regarding the fire rating of works we are expected to carry out along with any other relevant information: this information must include Fire Integrity as well as Fire Insulation for the works required. Where this information is NOT fully specified we will assume that only fire integrity needs to be achieved. Any SEI/AFPL suggestions/ proposals for subsequent Passive Fire Protection installations & materials will consider this aspect.
T4	Whenever the Client will not specify a product, a design or a clear scope of works, then our surveys and suggestions will take precedence. Clients will be responsible to check the accuracy and suitability of all our suggestions: submit them to its Project Managers, to its Architect, to a Specialist Fire Engineer or to Building Control for approval, prior to instructing any of them to us. All works instructed to us are deemed to have been checked and approved as such and the Client understands the full liabilities arising from these works.
T5	Clients must acknowledge that whenever we will encounter site scenarios/ site conditions which are DIFFERENT to those matching Manufacturers' designed data (data sheets and fire tests), then the resulting installation works will be considered AD-HOC (untested) unless Clients will modify/ adjust the site conditions to match the conditions of the Manufacturers' fire tests. Example: Insufficient allowance around the openings withing drywalls to install the minimum tested overlap of a patress fit seal.
T6	AD-HOC fire protection installations (no evidence of a tested solution yet from a Manufacturer) are suggestions/ solutions which take into account each individual site scenario and its limitations. We will apply our knowledge and installation experience to devise and apply (what we believe to be) the most suitable and physically practical (however untested) solutions. We cannot guarantee that any of these untested solutions will be effective therefore all AD-HOC installations will require the approval of the Architect/ Building Control/ the Client/ Fire Inspector which are assumed to have understood and accepted all risks and liabilities arising from these.
T7	Clients instructing us to carry out AD-HOC installation methods are assumed to have accepted our installation suggestions/ proposals, unless alternative methods are presented to us PRIOR to installation. Any POST INSTALLATION complaints regarding AD-HOC works will not be taken into consideration.

T8	We will inform Clients whenever we encounter site situations which require AD-HOC solutions. A clear response from the Clients on how to proceed with these ad-hoc works is required swiftly, as to limit any additional costs/ losses due to pausing works until a reply is received - which otherwise will be passed on to the Client.
T9	Whenever we provide information to Clients regarding requirements for AD-HOC PFP installation methods and there is stagnant/ lack of clear communication from the Client regarding an action forward, we have to assume that our methods have been accepted, especially if the site programme does not allow us to put works on hold or if there will be costs/ losses on our side associated with our demobilisation from site until a response is received.
T10	To ensure compliance with manufacturers tested scenarios, Clients should ensure that all services passing through a service penetration follow the manufacturers distance requirements, are not exceeding the size and amount as tested by manufacturers, are independently fixed/ supported along each side of the fire seal, to ensure that their weight is NOT transferred onto the fire batt/ fire barrier. These should be in place before the commencement of the fire sealing works. Failure to carry out this task will result in the fire seal to be considered AD-HOC (untested)
T11	Fire rating of a fire protection barrier/ fire seal (Fire Integrity and Fire Insulation) is dependant on the type & construction of the wall & soffit, it's surrounding substrate as well as on the type of services that are running through - which can all have an influence in achieving its stated value.
T12	Clients must ensure with their Designer that the substrate into which we are instructed to hang acoustic or fire blankets is strong and suitable to support its weight as well as the manufacturers fixing method and their tested design. We will not accept responsibility for any failures arising from such scenarios.
T13	If any un-insulated services are running through fire seals/ barriers (EX: metal services such as pipes, ducts, fire dampers, metal cable trays etc) then the fire integrity of the seal/ barrier will be lost unless the Client makes a CLEAR REQUEST TO INSTALL ADDITIONAL INSULATION DEVICES/ BOXING to these services as to ensure the fire insulation of the seal/ barrier (and subsequently, of the will partition) is not lost.

TECHNICAL INTUMESCENT PAINTING T&C's

IP1	Our quotes assume access to all steels will be continous and free from any obstructions
IP2	Whenever we have to stop works/ lose work continuity due to steels not being available/ accessible for painting or due to them not being installed, then additional Demobilisation & Re-mobilisation costs of minimum £1000 will be applied every thime this situation occurs, in addition to our existing quote, as to cover for loss of application productivity

	Below ESSENTIAL environmental site conditions must be met by the Clients, as to facilitate the application of intumescent coatings in conformity with manufacturers tests & application instructions: * We will require for the building to be watertight and steels to be sheltered from weather elements AT ALL TIMES DURING CONSTRUCTION PHASE regardless of the intumescent paint system applied or the spec of the protective top seal applied onto the steels * Air temperature must be above 6 degrees Celsius and Humidity must be within the paint manufacturer guidelines Client will need to provide any equipment or machinery needed to improve site temperatures & site conditions in order to facilitate application of paints in optimal conditions. Ex: heaters, de-humidifiers, etc Clients failing to provide these will agree to accept our standing charges or demobilisation & remobilisation costs until the environmental application conditions are met.
IP3	
IP4	Any additional costs due to delays to paints application caused by the weather or any other adverse site conditions will fall under Clients' responsibility.
IP5	Unless otherwise priced separately - our quote covers costs to us access plants that can reach up to 3.5 meters working height such as mobile podiums or step ladders. Special plant/ MEWPS to be provided by Client to reach working heights above 3.5m.
IP6	Our quote includes works taking place during normal hours: Mon - Friday 8am - 4pm; after hours work will be subject to additional costs/ cost uplifts
IP7	Clients will need to plan the site works in such a way as to allow sufficient time for the paint works to be completed, as usually a few coats of paint will need to be applied and sufficient time needs to be allowed for these to dry-up, in between coats. Please also keep in mind that application of intumescent can't be carried out if temperature drops below 6 degrees Celsius and humidity is high
IP8	Client will need to carry out suitable preparation of all steelwork (sand blasting), clean them from any debris and/or concrete splashes and have them ready for spraying, unless we specifically and separately price for any of these works.
IP9	Clients will be responsible to provide us with full information regarding any existing primers onto steels and to ensure that existing primer applied to steels by others has been applied in accordance with the manufacturers data sheets. This includes them checking the recommended DFT and that the blast profile has been fully covered. Surface of the primer to steels should also be clean, dry and free from damage and contaminants prior to the application of the intumescent paint system
IP10	Client agrees to accept full liabilities and any subsequent costs to cover for any damages to intumescent paint coatings due to fault of other trades or due to detrimental environmental conditions: weather, temperature, humidity, etc
IP11	Clients must confirm in writing, prior to any works start on site, if masking-up against over painting is required and fully agree with our costs for this additional service. It will be the Client's responsibility to deal with any subsequent overpainting claims arising thereafter and absorb any associated remedial costs.
IP12	Certification of any PFP works along with all related documentation will only be issued once payment is cleared into our account

IP13	NOTE that intumescent coatings with a thickness required to achieve up to 60 min fire protection will have a orange-peel effect finish and it is NOT to be considered a decorative finish. Clients must consider that intumescent coatings to steels that need a fire rating greater than 60 minutes or coatings to any steel members that need multiple layers of intumescent will not achieve a decorative finish. We will not accept responsibility or entertain any claims of poor visual appearance for the intumescent coatings.
IP14	All tenders and quotes estimated off drawings and steels measures provided by the Clients are subject to review and cost update following a site survey from one of our representative. A primer & paint compatibility check will be carried out at that stage aswell to confirm if these match our initial costs. If the result is negative we may have to review the paint system we initially quoted and submit an updated quotation.
IP15	Clients are responsible to provide the latest revised structural steels drawings and confirm the full scope of works prior to any works being instructed to us. Any additional costs arising from any incorrect or incomplete information being provided to us (additional and/ or omitted steels) will be covered by the Client. To avoid such scenarios, Clients must fully check the scope of works captured in our quotes and cross reference their latest structural steel drawings against the marked-up drawings we submit with our quotes, as to ensure that the full scope of works was captured correctly. Any subsequent increase in quantities/ variations will be subject to a revision of our quote/ cost uplifts.
IP16	Please also take into consideration our standard T&C's with particular notes to payment terms

FIRE DOOR T&C's ISSUED ON REQUEST OF WORKS.

FD1	Estimates and tenders do not constitute offers and We may withdraw or amend them at any time before they are accepted. All estimates and tenders are automatically withdrawn on the 90th day after their date without requirement of notification in writing.
FD2	Estimates and tenders provided by us are based upon information supplied by Clients and Clients are responsible for the accuracy and sufficiency of that information. Clients must check and confirm all measurements, sizes, quantities and specifications. We shall not be liable if that information is incorrect, withheld or is concealed.
FD3	We may make changes to the specification of the Goods necessary to conform to any applicable statutory requirements or where the Goods are supplied to meet the specifications and the changes do not materially affect their quality or performance
FD4	We may charge Clients a survey fee for any site visits and/ or abortive or excessive numbers of tenders prepared, for which no feedback is received
FD5	Once our survey costs are accepted, we will arrange for a survey to take place on those areas of the site which directly relate to the proposed installation. The surveyor will carry out a more detailed and technical survey than any other previous estimations and will produce a more detailed report, a copy of which is available on request for an additional fee, or as negotiated - but we will not automatically provide you with the survey information.

FD6

If our survey identifies problems with the structure, dimensions, access to the site or other technical problems, or in the event that the proposed works are contrary to Building Regulations and/or other relevant legislation or in the event that the surveyor's measurements differ from those provided to us at the tender stage or of those which we assumed/ estimated without a site visit/ survey, will result in the requirement to increase the price, then we may, at our option:

- a) quote a price for any additional work required to enable us to carry out the proposed installation work and issue you with a variation form to sign, without obligation on your part; or
- b) give you notice to terminate the quoted works

FD7

If Clients decline any revised quotation supplied in accordance with the above condition 6.b) or fail to accept it within two (2) weeks, we may terminate the Purchase Order by sending you a written notice and refunding any deposit that we may have been paid and we shall have no further liability to you.

If you wish to alter any of the details on the Purchase Order, you must give us written notice no later than two working days after we submit the details of our survey.

FD8

It is the Client responsibility to check the accuracy of Our written acceptance of the order is correct. Any discrepancy between Client's order and Our acceptance must be notified to Us in writing within 7 working days of the date of such acceptance. In the absence of such notification We shall be entitled to supply Goods in accordance with the acceptance, and Clients shall be obliged to pay the agreed price thereof.

FD9

Orders may be cancelled only if Clients accept to indemnify Us against all losses, damages costs and expenses We incur as a result of that cancellation. Unused Goods will be accepted for return at Our discretion and on terms agreed with Us.

FD10

Where the Goods are, in whole or in part, fire doors/door sets, fire test evidence which is available for inspection by Clients upon request is deemed to have been approved before placing an order to us.

FD11

The title to the Goods shall remain with Us until the Client has paid all monies that are owed to Us in full

FD12

We will not be responsible for faults resulting from the Goods that we only supplied but which were installed by Clients/ Clients' representative or agents. In such a case it is the Client responsibility to commission and test the Goods as installed and to arrange at their own cost for any faults to be rectified.

FD13

Where we estimate a delivery and/or installation date(s) in advance, we will make reasonable efforts to deliver and/or install at that time. If we need to change the proposed delivery and/or installation date we will contact you in advance but we reserve the right to change the installation date at any time on notice and we will not be liable for any costs or damages if the time agreed has to be rearranged

FD14

We shall have the right to cancel or delay delivery and/ installation if we are prevented from or delayed by suppliers manufacturing and delivering the Goods or due to any means or circumstances beyond our control.

FD15

If Clients wish to change the installation date, you must give us at least 14 days' prior written notice, otherwise a rearrangement fee of £650 will apply

FD16

Note that we charge a carriage cost £395.00 for all orders below £5000 within London. Orders over £5000 will be delivered FOC. Carriage costs for orders outside London will be provided separately

FD17

There is a lead time of approx 21 days to supply doors/ door assemblies from the moment we receive a written order

	Where a delivery date is specified or has otherwise been agreed upon, the Client must be in a position to accept our delivery on the specified date.	
FD18	If the Client, is for any reason whatsoever unable to take delivery on the said date then we shall be entitled to charge a reasonable fee for storage for each day thereafter until delivery of the Goods are taken by the Client and such charge shall be payable and enforceable in the same manner as the works in the quote/ Contract.	
FD19	The Client shall be responsible for safe storage of Goods upon delivery in dry clean and suitable premises.	
FD20	It is also the responsibility of the client to make us aware, by means of sketches or plans, of the position of any drainage, water or gas pipes or any electrical cabling which may be in the area that we will be working. We shall have no liability for any direct/indirect or consequential losses or expenses suffered by the Customer should any of these be damaged by us if we have not been informed of their position	
FD21	It is the responsibility of the client to make sure the opening is structurally sound and fully prepared, prior to our	
FD22	Specifications including any references as to colour, drawings and similar documents and details submitted by us are stated in good faith as approximately correct however minor deviations therefrom shall not be made the basis of any claim against us. In respect of any specifications or requirements submitted by the Client, minor deviations shall not form the basis of any claim against us. Any specification or advice given by us that is based upon information supplied by the Client that is found to be misleading or incorrect then any warranty or liability contained in these Terms and Conditions and relating to the specification or advice given shall be immediately withdrawn and of no effect	
FD23	We will replace, repair or refund any Goods supplied/ supplied and installed by us, for which we are notified in writing as being in any way defective due to faulty workmanship or materials during the period of 12 months from the date of delivery (for supply only) or installation, provided that the defect is notified to us within 7 days of the discovery of the same This guarantee will be inoperative if any of the following apply: (a) if the Client has failed to comply with his obligations hereunder; (b) if the Goods have been repaired or altered in any way by anyone other than us; (c) If the problem has arisen through misleading or incorrect information supplied by the Client. (d) if the Goods have been subject to abnormal wear or tear.	
FD24	If Clients request installation to be delayed beyond the delivery and/or installation date ("Deferred Order"), we reserve the right to both increase the price of the Goods if a period of more than ten weeks has elapsed between the date of the Purchase Order and the date upon which the Goods are installed and to request a stage payment in respect of stocked materials	
FD25	We require unfettered access to the Site and any areas to which we may require access to enable us to deliver and/or install the goods and provide suitable parking arrangements as close to the Site as reasonably practicable to allow safe delivery and/or installation (if this is likely to be an issue please inform us without undue delay to make suitable alternative arrangements). For any obstructions or events that slow down the installation process, we will charge you at the rate of £50 per hour for every hour that the installation process is obstructed and/ or delayed.	
FD26	Warranty: All new equipment/parts carries a 12-month guarantee direct from manufacturer unless stated otherwise, but subject to misuse and third party damage terms and conditions, unless otherwise stated in writing. All doors must be serviced after six months of installation otherwise this warranty may become void. The service work must be carried out by ourselves to avoid voiding your warranty	