

HD DOORS LIMITED

GENERAL CONDITIONS OF SALE

1 DEFINITIONS

- 1.1 'Customer' means the person whose name and address appears in the space marked 'Customer' on all correspondence relating to the order
- 1.2 'Seller' means HD DOORS LIMITED, UNIT 2, R/O 415 Lymington Road, Highcliffe, Dorset, BH23 5EN
- 1.3 'Conditions' means the terms and conditions of sale set out in this document plus any special terms and conditions agreed by the 'Seller'
- 1.4 'Goods' means any articles the Customer agrees to buy from the Seller
- 1.5 'Price' means the agreed price for those goods

2 CONDITIONS APPLICABLE

- 2.1 These Conditions shall apply to all contracts for the sale of Goods by the Seller to the Customer, to the exclusion of all other terms and conditions, including any terms or conditions which the Customer may purport to apply under any purchase order, order confirmation or similar document
- 2.2 All orders for Goods, verbal or written, shall be deemed to be an offer by the Customer to purchase Goods pursuant to these terms
- 2.3 Any variation to these terms and conditions (including any special terms and conditions agreed between the Seller and the Customer) shall be inapplicable unless agreed in writing by the Seller

3 PRICE & PAYMENT

- 3.1 The Price for any goods will be set out in writing by the Seller in the form of a Quotation, and upon receipt of an order from the Customer shall be confirmed in an Order Confirmation by the Seller
- 3.2 Payment of a non-refundable 25% deposit shall be due with the order when placed for all doors
- 3.3 Payment of the remaining balance shall be due upon delivery of the Goods or arrival of the Seller at the Customer's address on the agreed date for installation of the Goods, upon installation of the goods at the address
- 3.4 In the case of Landlords/Builders and any other customers who shall not be present at the property at the time of installation, payment shall be due in full at the time of ordering
- 3.6 Any special payment arrangements agreed between the Customer and the Seller shall be confirmed by the Seller in writing

4 THE GOODS

The quality and description of the Goods shall be as set out in any Quotation and/or final Order Confirmation from the Seller to the Customer

5 DELIVERY & INSTALLATION

- 5.1 Delivery and/or installation of the Goods shall be made to the Customer's address on the date agreed by the Seller
- 5.2 The Seller reserves the right to amend the delivery/installation date, provided the Seller gives the Customer at least 48 hours notice
- 5.3 Should the Customer wish to amend the Delivery/Installation date, the Seller will require a minimum of 48 hours notice. If less than 48 hours notice is given, an additional fee of £50 shall be applied to the order

6 ORDER CANCELLATION

- 6.1 Should the customer wish to cancel any order they have placed with the Seller, the 25% deposit received with the order shall be non-refundable
- 6.2 Any refund of the deposit will be solely at the discretion of the Seller

7 GARAGE DOOR WARRANTIES

- 7.1 All installation of New Doors and workmanship carried out by the Seller is guaranteed for two years by the Seller
- 7.2 Warranties on New Doors will vary depending on the manufacturer. Each new door will be supplied with a handbook, which will detail in full the warranty conditions of each manufacturer, although any warranty issue should be taken up first of all with the Seller directly
- 7.3 Any complaints regarding the quality of the Goods (i.e. blemishes/scratches/dents) must be reported at the time of installation, before the Seller has departed the premises.
- 7.4 The agreed sale of any Second-Hand Door to the Customer by the Seller shall not be covered by any warranty

PLEASE NOTE: Your statutory rights are not affected