

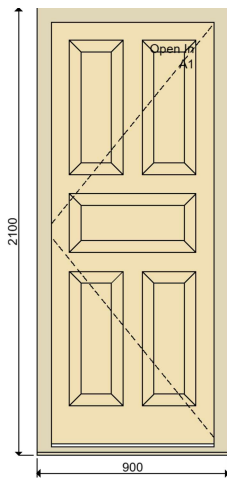
Quote preview * DO NOT SIGN *****

All drawings are viewed from the outside

The opening sash symbol (or arrow head) points to the hinge position



ITEM 2 - Ground Floor Front Elevation Front Door



Item Weight: 44.6 Kg

Supply & Deliver a complete new Doc L The Melbourne, Door (DG) door in Accoya with Finger jointed engineered Red Grandis Hardwood frame and Solid Red Grandis Hardwood cill

Moulding

Lambs Tongue

Panel

Int.: Raised & fielded panel with Lambs Tongue moulding, Ext.: Raised & fielded panel with Putty Line moulding

Paint / Finish

Internal: Paint Finish TBC, External: Paint Finish TBC, Cill: Same as Frame

Ironmongery

1 x Anvil Blacksmith Euro Door Pull Back-To-Back Fixings (BPW 50mm x 10mm), 1 x Anvil Doctors Door Knocker, 1 x Anvil Traditional Letterbox in Antique Pewter and 1 x CD 3555 Brisant Ultion 3-Star Euro Cylinder, 4 x CD Door Butt Hinge 102mm Radius Corner in Stainless Steel and 1 x CD Inward Opening Thermally Broken Threshold in Anodised Aluminium and 1 x Lock Type in Heritage Autolock with multi-point locking system

Our business has grown from repeat and referral customers. Sometimes things do not go to plan and our approach is always to work with a customer to minimise costs and disruption for all parties. With that being said, there are certain things that you should be aware of upfront to ensure as smooth a project delivery as possible:

The prices quoted throughout the document do not include for trims, linings, architraves, and window boards unless otherwise stated. We would be happy to supply these if required and the pricing would depend on the complexity, finish and dimensions required. If we are undertaking a survey, then we can discuss this with you and advise during that visit.

If the project is for a homeowner directly and is a supply and install contract, then our surveyor will assess the requirements under Building Regulations. In all other cases, the full responsibility for meeting Building Regulations is with the design team or main contractor. Our team will work with you to assess the requirements and attempt to ensure that the quote is accurate, but that does not constitute a passing of responsibility nor liability.

The prices quoted throughout the document do not include for trickle ventilation, safety glass, security glass or specialist ironmongery items unless otherwise stated in the quotation.

All energy efficient windows, doors and glazing projects may be subject to exterior condensation, this is not a fault but demonstrates the high performance of the product. This phenomenon appears more on highly thermally efficient glass, where external humidity is higher, and in certain times of year. If you have any questions on this, please ask your sales team.

All supply and installation quotations are subject to survey. This quotation is not a fixed sum if changes are required to the specification, design, dimensions or supplementary items after the survey.

The prices quoted are based on us completing the entire order. We may agree with you to manufacture and or install in batches. Any installation and delivery prices offered are based on a single load, straightforward accessibility, and fitting conditions matching our agreement/expectations. We will always work with you to avoid any additional costs and make sure that the delivery/installation process is as smooth as possible, but we reserve the right to charge additional sums in particularly difficult circumstances, which we couldn't have reasonably foreseen. This is particularly relevant to commercial contracts, where a day rate will be agreed at the preliminary meeting and applied where delays are caused by events outside of our control.

Our Terms and Conditions of Sale

1. THESE TERMS

1.1 What these terms cover. These are the terms and conditions on which we supply products to you, whether these are goods, or our services.

1.2 Why you should read them. Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

2.1 Who we are. We are Lemonglass Limited a company registered in England and Wales. Our company registration number is 09754324 and our address is Unit 12 G, Enterprise Centre, Long Spring, Porters Wood, St. Albans, AL3 6EN. Our registered VAT number is VAT 227 0852 16.

2.2 How to contact us. You can contact us by telephoning our customer service team at 01727 532011 or by writing to us at enquiries@lemonglass.co.uk or by post at Unit 12 G, Enterprise Centre, Long Spring, Porters Wood, St. Albans, AL3 6EN.

2.3 How we may contact you. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

2.4 "Writing" includes emails. When we use the words "writing" or "written" in these terms, this includes emails.

3. OUR CONTRACT WITH YOU

3.1 How we will accept your order. Once you have contacted us regarding the supply of our products to you, we shall discuss our products with you and then send you our quotation. If you confirm that you would like to go ahead, then we shall need to take measurements to provide accurate costings to you if we are providing a supply and installation service to you, or if we are supplying products to you only, we shall require you to provide accurate measurements to us. Once measurements have been taken by us or have been provided by you, we shall issue our Purchase Order to you with the breakdown of products to be supplied, services to be provided and the cost. If you then confirm in writing to us that you wish to proceed and pay any deposit requested by us, we shall confirm in writing that we accept your order, at which point a contract will come into existence between you and us. Note that the Purchase Order may be varied if you request any changes to the products or we make any changes to your order in accordance with these terms and conditions.

3.2 Our quotation is valid for a period of 28 days, following which we reserve the right to issue a revised quotation for the products.

3.3 If we cannot accept your order. If we are unable to accept your order, we will inform you of this in writing and will not charge you for the products. This might be because of the availability of stock, or because of unexpected limits on our resources or our manufacturers resources which we could not reasonably plan for, or because a credit reference we have obtained for you does not meet our minimum requirements, or because we have identified an error in the price or description of the product or because we are unable to meet a delivery deadline you have specified.

3.4 Your order number. We will assign an order number to your Purchase Order and tell you what it is when we accept your order. It will help us if you can tell us the Purchase Order number whenever you contact us about your order.

3.5 We only sell to the UK. Our brochure and website are solely for the promotion of our products in the UK. Unfortunately, we do not accept orders from addresses outside the UK.

4. OUR PRODUCTS

4.1 Products may vary slightly from their pictures. The images of the products in our brochure or on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours or the printed pictures in our brochure accurately reflects the colour of the products. Your product may vary slightly from those images or any samples shown to you. Although we have made every effort to be as accurate as possible, because our products are handmade, all sizes, dimensions and measurements indicated in our brochures or samples have a 2% tolerance.

4.2 Making sure your measurements are accurate. If we are making the product to measurements you have given us you are responsible for ensuring that these measurements are correct and we shall ask for written confirmation that you understand this at the time we accept the measurements from you.

4.3 Our drawings or plans. As part of the ordering process, we may provide drawings or plans to assist you with ordering our products. Any drawings or plans provided by us shall be for illustrative purposes only (unless otherwise stated) and are not intended to be full specification drawings.

4.4 You are required to prepare the site prior to the installation on our products: if we are providing our installation services to you as part of your order, you are required to remove any curtains, blinds, or electric blinds in order for us to carry out our services. We are not responsible for rehangings curtains, blinds or installing electric blinds unless specifically agreed by us in the Purchase Order. If we have no option but to remove curtains or blinds in order to carry out our services, then we shall not be responsible for any damage caused to the curtains or blinds nor shall we be responsible for rehangings the curtains or blinds.

5. YOUR RIGHTS TO MAKE CHANGES

If you wish to make a change to the products you have ordered please contact us and if possible, within two weeks of us accepting your order. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the product, the timing of supply and change of delivery date or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

6. OUR RIGHTS TO MAKE CHANGES

6.1 Minor changes to the products. We may change the product:

(a) to reflect changes in relevant laws and regulatory requirements; and
(b) to implement minor technical adjustments and improvements, for example to address a security issue. These changes will not affect your use of the product.

6.2 More significant changes to the products and these terms. In addition, as we informed you in the description of the product, we may make the following changes to these terms or the product, but if we do so we will notify you and you may then contact us to end the contract and receive a full refund before the changes take effect:

(a) variation to the type of material used or finish required of any product, due to our manufacturer informing us that they cannot provide the product in the size, material or finish ordered;
(b) substitution of alternative products due to our manufacturer being unable to supply the products ordered;
(c) variation to the price of the products due to a variation being made in accordance with clause 6.2 (a) and 6.2 (b) above.

7. PROVIDING THE PRODUCTS

7.1 Delivery costs. Subject to clause 7.2, the costs of delivery will be as confirmed to you during the order process and set out on the Purchase Order.

7.2 Third Party Equipment Costs. We may have to rent additional equipment in order to deliver products to the delivery location. Whilst we try to be as accurate as possible, the lead time between order and delivery may have an impact on the cost of delivering the products to you. You will be liable for any extra costs (including the cost of us renting additional equipment) incurred by us in delivering the products to you on the agreed delivery date.

7.3 Delivery of the products. During the order process we shall agree an estimated delivery date with you. We may need to carry out a site survey in advance which shall be at your cost. Once your order is accepted by us, we shall be able to confirm and agree the delivery date of the products with you, but such date may be subject to a two to three week delay due to availability of materials or availability of HGV or other specialist drivers. If products are delayed beyond this period, we shall contact you and you have the right to end the contract in accordance with clause 7.8.

7.4 We are not responsible for delays outside our control. If our supply of the products is delayed by an event outside our control (which includes a delay caused by power failure, strikes, lock-outs or other industrial action by third parties, riots and other civil unrest, fire, explosion, flood, storms, earthquakes, subsidence, acts of terrorism (threatened or actual), acts of war (declared, undeclared, threatened, actual or preparations for war), epidemic, pandemic, natural disasters) we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.

7.5 If you cannot accept delivery of the products on the agreed delivery date. If you are unable to accept delivery of the products at the delivery location on the agreed delivery date, you should contact us as soon as possible. You shall be liable for any additional costs which may arise for us to re-deliver the products on a revised delivery date, including the further delivery costs and the our additional costs of storing the products until the revised delivery date, if necessary.

7.6 If you do not re-arrange delivery. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery we may end the contract and clause 9.2 will apply.

7.7 If you do not allow us access to provide services. If you do not allow us access to your property to perform the services as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the contract and clause 9.2 will apply

7.8 Ending the contract for late delivery. Subject to a two to three week grace period in accordance with clause 7.3, if, following the grace period you choose to treat the contract as at an end for late delivery under clause 7.3, you can cancel your order for any of the products or reject products that have been delivered. If you wish, you can reject or cancel the order for some of those products (not all of them), unless splitting them up would significantly reduce their value. After that we will refund any sums you have paid to us for the cancelled products and their delivery. If the products have been delivered to you, you will have to return them to us or allow us to collect them, and we will pay the costs of this.

7.9 When you become responsible for the product. The products will be your responsibility from the time we deliver the product to the delivery location you gave us.

7.10 When you own goods. You own a product which is goods once we have received payment in full.

7.11 What will happen if you do not give required information to us. We may need certain information from you so that we can supply the products to you, for example, any difficulties we may encounter on delivering the products to you. We will contact you to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the contract (see clause 9.1) or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying the products late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.

7.12 Reasons we may suspend the supply of products to you. We may have to suspend the supply of a product to:

- (a) deal with technical problems or make minor technical changes;
- (b) update the product to reflect changes in relevant laws and regulatory requirements;
- (c) make changes to the product as requested by you or notified by us to you (see clause 6).

7.13 Your rights if we suspend the supply of products. We will contact you in advance to tell you we will be suspending supply of the product, unless the problem is urgent or an emergency. If we have to suspend the product we will adjust our payment terms so that you do not pay for products while they are suspended. You may contact us to end the contract for a product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than six months and we will refund any sums you have paid in advance for the product in respect of the period after you end the contract.

7.14 We may also suspend supply of the products if you do not pay. If you do not pay us for the products when you are supposed to (see clause 11.3) and you still do not make payment within seven days of us reminding you that payment is due, we may suspend supply of the products until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the products. We will not suspend the products where you dispute the unpaid invoice (see clause 11.5). We will not charge you for the products during the period for which they are suspended. As well as suspending the products we can also charge you interest on your overdue payments (see clause 11.4).

8. YOUR RIGHTS TO END THE CONTRACT

8.1 You can always end the contract for the supply of a product before it has been completed. You may contact us to end your contract for a product at any time before we have delivered it or completed supplying it and you have paid for it, but in some circumstances we may charge you for doing so, as described below.

8.2 What happens if you have a good reason for ending the contract. If you are ending a contract for a reason set out at (a) to (e) below the contract will end immediately and we will refund you in full for any products which have not been provided or have not been provided properly and you may also be entitled to further compensation. The reasons are:

(a) we have told you about an upcoming change to the product or these terms which you do not agree to (see clause 6.2);

(b) we have told you about an error in the price or description of the product you have ordered and you do not wish to proceed;

(c) there is a risk that supply of the products may be significantly delayed because of events outside our control;

(d) we have suspended supply of the products for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than six months; or

(e) you have a legal right to end the contract because of something we have done wrong.

8.3 What happens if you end the contract without a good reason. If you are not ending the contract for one of the reasons set out in clause 8.2, then the contract will end immediately and we will refund any sums paid by you for products not provided but we may deduct from that refund reasonable compensation for the net costs we will incur as a result of your ending the contract, including any third party costs we have already incurred, which shall include the cost of any products which have already been manufactured and not yet delivered to you.

8.4 Returning products after ending the contract. If you end the contract after products have been delivered to you, you must return them to us.

9. OUR RIGHTS TO END THE CONTRACT

9.1 We may end the contract if you break it. We may end the contract for a product at any time by writing to you if:

(a) you do not make any payment to us when it is due and you still do not make payment within seven days of us reminding you that payment is due;

(b) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the products;

(c) you do not, within a reasonable time, allow us to deliver the products to you; or

(d) you do not, within a reasonable time, allow us access to your premises to supply the services.

9.2 You must compensate us if you break the contract. If we end the contract in the situations set out in clause 9.1 we will refund any money you have paid in advance for products we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract, including for any third party costs and our reasonable legal fees in asserting our rights under these terms.

10. IF THERE IS A PROBLEM WITH OUR PRODUCTS

10.1 How to tell us about problems. If you have any questions or complaints about our products or our services, please contact us. You can telephone our customer service team at 01727 532011 or by writing to us at enquiries@lemonglass.co.uk or by post at Unit 12 G, Enterprise Centre, Long Spring, Porters Wood, St. Albans, AL3 6EN.

10.2 Your obligation to return rejected products. If you wish to exercise your legal rights to reject products you must allow us to collect them from you. We will pay the costs of collection of faulty goods.

10.3 Faulty Products: if you discover a defect with one or more of the products supplied by us or if the product or products have been incorrectly described, you should inform us using the contact details above in clause 10.1.

10.4 Within the first 30 calendar days: you are entitled, at your option, to a full refund (and return of the Product(s) to us), or to keep the product(s) at a reduced price, or to a repair or replacement product if you can prove that the products were faulty on delivery.

10.5 After the first 30 calendar days and for the first six months: We will, at depending on what is proportionate, repair or replace any defective Products or, if a repair or replacement is not practicable or possible, or if a repair or replacement is unsuccessful, provide you with a full refund. Alternatively, you may keep the product(s) at a reduced price. This right may not apply if we can prove that the defect has been caused deliberately or negligently by you, or as a result of your failure to follow instructions given by us or as included with the product.

10.6 After the first six months: if any product develops a fault, you should contact us using the contact information set out in clause 10.1. You may be entitled to a repair or replacement, or to a partial refund for up to six years depending upon the nature of the Product and how long it can reasonably be expected to last.

10.7 Our Guarantee: in addition your rights set out in this clause 10, we provide a guarantee on certain materials and workmanship. Please refer to the guarantee provided to you by our staff when your products are delivered/fitted.

10.8 Transferring our guarantee. You may transfer our guarantee at clause 10.7 to a person who has acquired the product, providing you have paid for our products in full and have legal title to them. We may require the person to whom the guarantee is transferred to provide reasonable evidence that they are now the owner of the relevant item or property, for example by providing proof of address or ownership of the house/property.

11. PRICE AND PAYMENT

11.1 Where to find the price for the product. The price for our products (which includes VAT) will be the price set out in our Purchase Order which we have sent to you by email and any varied or updated Purchase Order made in accordance with these terms and conditions.

11.2 We will pass on changes in the rate of VAT. If the rate of VAT changes between your order date and the date we supply the product, we will adjust the rate of VAT that you pay, unless you have already paid for the product in full before the change in the rate of VAT takes effect.

11.3 When you must pay and how you must pay. We accept payment by bank transfer or cheque. We shall set out the payment terms for when you must pay for the products and our services on the Purchase Order.

11.4 We can charge interest if you pay late. If you do not make any payment to us by the due date we may charge interest to you on the overdue amount at the rate of 2% a year above the base lending rate of HSBC from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.

11.5 What to do if you think an invoice is wrong. If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.

12. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

12.1 We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

12.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products including the right to receive products which are: as described and match information we provided to you and any sample or model seen or examined by you; of satisfactory quality; fit for any particular purpose made known to us; supplied with reasonable skill and care and, where installed by us, correctly installed; and for defective products under the Consumer Protection Act 1987.

12.3 When we are liable for damage to your property. Where we are providing services in your property, we will make good any damage to your property caused by us while doing so. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover while providing the services.

12.4 We are not liable for business losses. We only supply the products for domestic and private use. If you use the products for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

13. HOW WE MAY USE YOUR PERSONAL INFORMATION

13.1 How we will use your personal information. We will use the personal information you provide to us:

- (a) to supply the products to you;
- (b) to process your payment for the products; and
- (c) to third party equipment providers who are assisting us with delivery of the products.

13.2 We may pass your personal information to credit reference agencies. Where we extend credit to you for the products we may pass your personal information to credit reference agencies and they may keep a record of any search that they do.

13.3 We will only give your personal information to other third parties where the law either requires or allows us to do so.

14. OTHER IMPORTANT TERMS

14.1 We may transfer this agreement to someone else. We may transfer our rights and obligations under these terms to another organisation. We will contact you to let you know if we plan to do this. If you are unhappy with the transfer you may contact us to end the contract within two weeks of us telling you about it and we will refund you any payments you have made in advance for products not provided.

14.2 You need our consent to transfer your rights to someone else (except that you can always transfer our guarantee). You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing. We may not agree if any proportion of the purchase price for the products remains outstanding. However, you do not need our agreement to transfer the benefit of our guarantee in clause 10.7.

14.3 Nobody else has any rights under this contract (except someone you pass your guarantee on to). This contract is between you and us. No other person shall have any rights to enforce any of its terms, except as explained in clause 10.8 in respect of our guarantee. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to these terms.

14.4 If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

14.5 Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

14.6 Which laws apply to this contract and where you may bring legal proceedings. These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.