



Address: Unit 2 Bullers Farm Baughurst Road, Baughurst, Hampshire, RG26 5LL
Website: www.homeviewwarmroof.co.uk
Phone: 0800 180 4047
Email: sales@homeviewwarmroof.co.uk

Terms & Conditions of Sale

1. All agreed terms of the contract between the customer (you the buyer) and the company (Homeview Warm Roofs, trading name of Homeview Builders Ltd.) are contained in this document, unless otherwise agreed in writing with signature of both parts.
2. As all products in this contract are specifically made to order and manufactured for a specific installation, it must be clearly understood by the customer that this is a binding contract and not subject to cancellation by the customer under any circumstances.
3. This contract is conditional upon a satisfactory report by the company's surveyor. Upon receiving the survey report the company has the right by written notice to the customer to cancel this contract. The company if it so chooses may cancel the contract in all respects, without liability on either side, except that the company shall return any deposit paid by the customer straight away and without interest.
4. All contract and delivery dates are made subject to the conditions that fires, strikes or other causes beyond the control of the company do not interfere with their execution and the company shall not be held responsible for any loss incurred by the customer arising from any delay beyond the control of the company. All installation dates are made in good faith but, it is a hazard of our business that these dates may have to be altered and that they must remain flexible.
5. Deposit payments shall be paid on placement of a confirmed order. If planning consent is not granted the deposit will be returned less costs incurred and the contract shall be deemed cancelled. All further stage payments and completion payments must be made at the appropriate time and by one payment method only unless written agreement is obtained from the company. On completion of the building groundwork, and the delivery of frames, payment must be made to the company or via the site operative, who will receipt the customer's invoice on the company's behalf. All payments become immediately due for payment at the appropriate stage of the installation unless personal loan facilities with the company have been agreed in writing. The company reserves the right to charge interest on outstanding balances that are overdue for payment at a rate of 5% per month over the prevailing base lending rate at the date of contract as issued by Nat west.
6. Homeview only accepts payment by bank transfer or debit card. Homeview does not accept credit card or cheques.
7. Delayed installations, which are requested by the customer, may be subject to price increase if a period of more than 8 weeks has elapsed since the date of this order before the products are installed. It is not the company's intention to increase prices after the 10-week period, but some economic factors may cause this to be necessary, for example, an increase in labour costs or material costs may prevail at that time.
8. The buyer will not be entitled to withhold payment by reason of any minor defect, i.e. mark in glass unit.
9. LIEN; in respect of all amounts due to the seller (the company) from the buyer (the customer) under any contract the seller shall have general lien upon any goods or property of the buyer in either the buyer or the sellers possession, and shall after a period of 10 days notice to the buyer be entitled to recover such goods by legal means and be entitled to dispose of such goods or property for cash and apply the proceeds towards any payment amounts outstanding to the company.
10. Title to all products, materials and goods supplied by the company shall not pass to the customer until payment has been made in full under the contract to the company.
11. The customer agrees access to the premises at reasonable times to facilitate the carrying out and completion of the contract and the schedule of work.
12. The company is unable to guarantee to remove any objects, panes or existing structures intact and without damage where they were required to be retained by the customer. The company suggest the customer remove all blinds, curtains and shutters as well as nick knacks from window or conservatory ready for the fitters arrival. There must be clear access to work, including the removal of bulky furniture.
13. The company will always attempt to keep the site area tidy and safe during the installation. In the case of a conservatory installation, the company is not responsible for any re-landscaping of the garden areas or other land adjacent to the new conservatory other than that mentioned in the details of the contract. All due care and attention will be taken to create as little disturbance and damages as are practically possible during the installation. The company accepts no responsibility for damages arising from structural or other defects in your existing building and cannot be responsible for not having anticipated such defects in advance of the installation. The survey carried out by the company is for the purpose of building a conservatory and is not a structural or building survey of your existing property. Should a defect of the existing property be identified which will interfere with the proposed work agreed in the contract, a solution will be offered if possible, should no solution be found the company has grounds to cancel the contract, please refer to section 3. Please note once agreed any solutions to resolve an issue will be considered an amendment to the contract and binding under the same terms, the customer cannot later request a refund based on the previously identified and resolved issue.
14. Where any hardwood, softwood or other timber materials have been installed the customer shall be responsible for their proper maintenance.
15. Where lead work has been installed the customer shall be responsible for its proper maintenance.
16. The company is unable to guarantee against the incidence of condensation occurring. You are recommended to have studied information available on request detailing the causes of condensation.
17. The glass used cannot necessarily be perfection guaranteed. There are certain phenomenons that occur in glass, and a variety of the processes used to produce your glass that is deemed to be acceptable level of quality. Details of these are given in the terms & conditions we receive from our glass suppliers and are available on request.
18. In an effort, to maintain continual improvement in our products, the company reserves the right to amend or alter the product specification and the components within the products from time to time, including the use of equivalent products should the original product offered to the customer not be available, such as but not limited to the following reasons; extended delivery times, increased cost or failure to meet quality control. The company is not bound to refer to the customer when such changes occur.
19. All final certificates and guarantee will be registered once final payment is received. This must be as per your signed contract.
20. The company acknowledges that the customer's rights to cancel this contract under the terms of the Consumer Credit Act 1974 are in no way affected. All products are bespoke and therefore under the Consumer Credit Act 1974 do not require a cancellation period.

Homeview Warm Roof is a trading name of Homeview Builders Ltd.

Registered Address: Beechey House, 87 Church Street, Crowthorne, RG457AW

Registered in England & Wales

Company registration No: 11999405

VAT No: 462826476



Address: Unit 2 Bullers Farm Baughurst Road, Baughurst, Hampshire, RG26 5LL
Website: www.homeviewwarmroof.co.uk
Phone: 0800 180 4047
Email: sales@homeviewwarmroof.co.uk

Homeview Workmanship Guarantee

1. This guarantee covers: windows, doors, roofline, new build conservatories, orangeries, extensions, garage conversions, replacement conservatories and replacement conservatory roofs.
2. The installation carries a 10-year conditional guarantee, as listed: 10 years on product, 10 years on moving parts hinges, i.e. handles & locking systems, providing they have been maintained in accordance with manufacturers guidelines.
3. A 6-year Building Regulation Financial Protection (BRFP) Insurance Backed Guarantee will be registered following final payment.
4. With exception of the items mentioned below the company guarantee to repair, replace or make good any item manufactured, supplied or installed which proves to be defective or is the result of faulty workmanship for a period of 10 years. This guarantee does not affect the statutory rights of the customer in any way.
5. Double glazed sealed units are guaranteed not to break down allowing air to gain access between the two panes of glass for a period of 10 years. Please see exclusions for an exception for blind units.
6. All claims for surface damages, blemishes etc must be made within 1 week of completion of installation.
7. This guarantee is conditional upon the products having been used in the correct manner and maintained in accordance with our recommendations.
8. If a service call is required and Homeview are found not to be at fault, then a call out charge will be applicable at the current rate of £75.00 plus materials. Non-payment of the charge will result in a breach of terms by the customer and may invalidate the guarantee and eligibility for future FOC service work.

Exclusions

1. This guarantee excludes normal wear and tear.
2. This guarantee does not cover glass breakages.
3. All guarantees are given in good faith. However, if it is deemed after a visit from a company representative that our product has been misused, tampered or damaged in any way etc, we will render the guarantee null and void, leaving any remedial work to be carried out at a pre-arranged fee, which shall be payable before any work commences.
4. Labour costs for service work charged at the current rate.
5. The surface coatings of all door and window furniture (handles etc) shall be guaranteed for a period of one year. Only the use of soapy water with a soft non-abrasive cloth is recommended for cleaning. Use of stronger cleaning solutions, chemicals or abrasive materials will damage surface coatings and invalidate guarantee.
6. Double glazed sealed units with integral blinds are guaranteed not to break down allowing air to gain access between the two panes of glass for a period of for 5 years. All mechanisms or moving parts are guaranteed for 1 year.
7. The company does not accept responsible for the weathering of external building work.
8. All electrical and plumbed appliances (including; face plates, sockets, wall switches, lamps, and light fittings, heaters, air conditioning units, electric motors etc) supplied and fitted by the company are guaranteed for a period of one year from the date they were fitted.
9. This guarantee does not cover cracks in the plasterwork. Blemishes etc must be reported to the office within 5 days of plasterers visit. Fresh plaster should be sanded prior to paint application.
10. Patio work is not covered by this guarantee.
11. All products ordered on a supply only basis are guaranteed for a period of one year only. And in which case the company shall only be required to replace any faulty parts, and shall not be liable for the fitting, re-fitting or installation cost.
12. The installation of blinds to a conservatory can invalidate your guarantee.
13. All drawings including C.A.D. drawings are for pictorial use only.

Transfer of Guarantees

1. All guarantees are non-transferable.

Updated 25/7/2024