

All products Viewed from the outside



Front  
bedroom

### Glazing

A Rated Toughened Unit  
Clear

WER Door Rating is only an equivalent

Spacer  
Black Warm Edge+ Argon

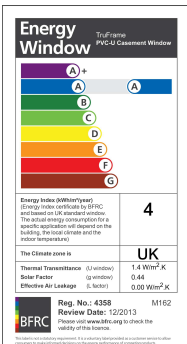
### Panel

Glazing Feature  
Astragal Bars VS Sash Window

Clear

Location: Bedroom 1  
Width: 1300mm  
Height: 1700mm  
Frame colour: White Foil  
Bottom Rail: Standard  
Sash Horns: Run through sash horns  
Furniture colour: Chrome  
Cill: At discretion of surveyor  
Cill colour: White Foil

Restrictors: Chrome  
Quick Release Arms: Yes - Both Sashes  
Arched/Shaped Head: No  
Fire Escape: Yes  
Lift Hooks: Pole Eyes



WER Rating is for guidance only.  
Exact rating is subject to frame variations decided from survey

|           | Width | Height |      |       |
|-----------|-------|--------|------|-------|
| PRODUCT   | 1200  | 1620   |      |       |
| CILL      | 150   | 165    | 180  | 225   |
|           | HEAD  | CILL   | LEFT | RIGHT |
| LARGE OTR |       |        |      |       |
| ADD ON    |       |        |      |       |
| INT       |       |        |      |       |

### Installation Method

ash Box Rebuild - MDF

MDF  
finish  
inside

All products Viewed from the outside



Rear  
bedroom

### Glazing

A Rated Toughened Unit  
Clear

WER Door Rating is only an equivalent

Spacer  
Black Warm Edge+ Argon

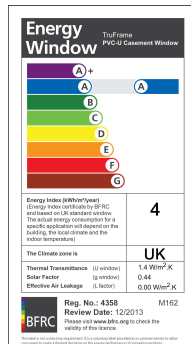
### Panel

Glazing Feature  
Astragal Bars VS Sash Window

Clear

Location: Bedroom 2  
Width: 1300mm  
Height: 1700mm  
Frame colour: White Foil  
Bottom Rail: Standard  
Sash Horns: Run through sash horns  
Furniture colour: Chrome  
Cill: At discretion of surveyor  
Cill colour: White Foil

Restrictors: Chrome  
Quick Release Arms: Yes - Both Sashes  
Arched/Shaped Head: No  
Fire Escape: Yes  
Lift Hooks: Pole Eyes



WER Rating is for guidance only.  
Exact rating is subject to frame variations decided from survey

|           | Width | Height |      |       |
|-----------|-------|--------|------|-------|
| PRODUCT   | 1160  | 1620   |      |       |
| CILL      | 150   | 165    | 180  | 225   |
|           | HEAD  | CILL   | LEFT | RIGHT |
| LARGE OTR |       |        |      |       |
| ADD ON    |       |        |      |       |
| INT       |       |        |      |       |

### Installation Method

ash Box Rebuild - MDF

MDF finish  
inside

All products Viewed from the outside



1/2

Glazing

A Rated Toughened Unit  
Clear

Spacer

Black Warm Edge+ Argon

Panel

Glazing Feature  
Clear

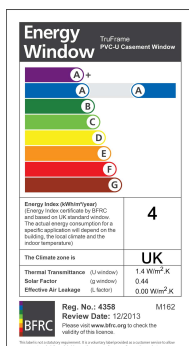
Location: Stairs  
Width: 900mm  
Height: 900mm  
Frame Type: Linlar PVC Interior Glazed  
Frame Colour: White  
Bead Shape: Ogee (black gasket)  
External Cill: Cills at discretion of surveyor  
Cill Colour: White  
Handle Colour: White  
Secured by Design: Not required  
Frame Range: Bevelled

Trickle Ventilator: 1 x White 4000mm Trickle vent

Free £7500 Break in protection promise. Terms apply.

**Sac**

Visit [www.abbeywindows.co.uk](http://www.abbeywindows.co.uk) for terms and conditions and to register Smart Ready Certified Hardware



WER Rating is for guidance only.  
Exact rating is subject to frame variations decided from survey

|           | Width          | Height         | Ncfd           |                |
|-----------|----------------|----------------|----------------|----------------|
| PRODUCT   | 800            | 850            |                |                |
| CILL      | <del>150</del> | <del>165</del> | <del>180</del> | <del>225</del> |
|           | HEAD           | CILL           | LEFT           | RIGHT          |
| LARGE OTR |                |                |                |                |
| ADD ON    |                |                |                |                |
| INT       | 850            | 870            | 45mm inside    |                |

Installation Method

Remove existing and fit replacement

IMPORTANT - All Products viewed from outside. Sizes are approx. Images and colours are for guidance only and not to scale

Item No 3

All products Viewed from the outside



Top floor  
lounge

Fire Escape Hinge x1

Glazing

A Rated Toughened Unit  
Clear

Spacer

Black Warm Edge+ Argon

Panel

Glazing Feature  
Clear

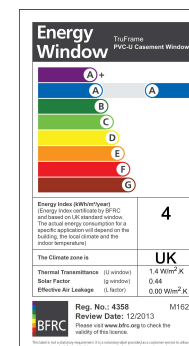
Location: Attic  
Width: 600mm  
Height: 750mm  
Frame Type: Linlar PVC Interior Glazed  
Frame Colour: White  
Bead Shape: Ogee (black gasket)  
External Cill: Cills at discretion of surveyor  
Cill Colour: White  
Handle Colour: White  
Secured by Design: Not required  
Frame Range: Bevelled

Trickle Ventilator: 1 x White 4000mm Trickle vent

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**Sac**

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Exact rating is subject to frame variations decided from survey

|           | Width          | Height         | Ncfd           |                |
|-----------|----------------|----------------|----------------|----------------|
| PRODUCT   | 580            | 720            |                |                |
| CILL      | <del>150</del> | <del>165</del> | <del>180</del> | <del>225</del> |
|           | HEAD           | CILL           | LEFT           | RIGHT          |
| LARGE OTR |                |                |                |                |
| ADD ON    |                |                |                |                |
| INT       |                |                |                |                |

Installation Method

Remove existing and fit replacement

Fit and finish  
from inside

IMPORTANT - All Products viewed from outside. Sizes are approx. Images and colours are for guidance only and not to scale

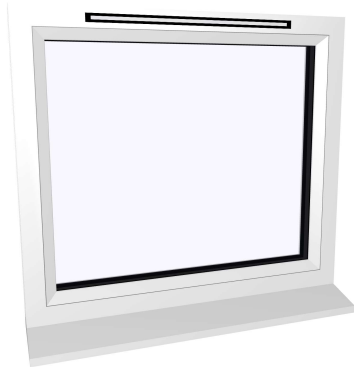
Item No 4



# Liniar Stormseal Int Glazed - Casement window

Qty:1

All products Viewed from the outside



## Glazing

A Rated Toughened Unit  
Clear

## Spacer

Black Warm Edge+ Argon

## Panel

Glazing Feature  
Clear

| Foiled trim list |             |  |
|------------------|-------------|--|
| Trim colour      | White       |  |
| Size             | Lengths req |  |
| 15mm Quad        |             |  |
| 19mm Quad        |             |  |
| 28mm D           | 4           |  |
| 20mm Fillet      |             |  |
| 40mm             | 4           |  |
| 60mm             | 1           |  |
| 90mm             |             |  |
| 15mm Square      |             |  |
| 28mm Batten      |             |  |

| Foiled trim list |             |  |
|------------------|-------------|--|
| Trim colour      | White foil  |  |
| Size             | Lengths req |  |
| 15mm Quad        |             |  |
| 19mm Quad        |             |  |
| 28mm D           | 2           |  |
| 20mm Fillet      |             |  |
| 40mm             |             |  |
| 60mm             |             |  |
| 90mm             |             |  |
| 15mm Square      |             |  |
| 28mm Batten      |             |  |

Location: Kitchen behind Attic  
Width: fridge 650mm  
Height: 600mm  
Frame Type: Liniar PVC Interior Glazed  
Frame Colour: White  
Bead Shape: Ogee (black gasket)  
External Cill: Cills at discretion of surveyor  
Cill Colour: White  
Handle Colour: White  
Secured by Design: Not required  
Frame Range: Bevelled

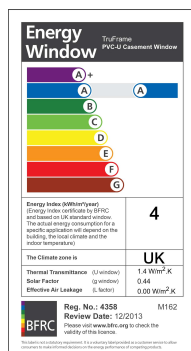
Trickle Ventilator: 1 x White 4000mm Trickle vent

Free £7500 Break in protection promise. Terms apply.

**Sac**

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Smart Ready Certified Hardware



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Exact rating is subject to frame variations decided from survey

## Product Notes

Needs a survey to see if a lintel is required

Colour options are a woodgrain foil and white is a smooth

|           | Width          | Height         |                |                |
|-----------|----------------|----------------|----------------|----------------|
| PRODUCT   | 620            | 530            | Ncfd           |                |
| CILL      | <del>150</del> | <del>165</del> | <del>180</del> | <del>225</del> |
|           | HEAD           | CILL           | LEFT           | RIGHT          |
| LARGE OTR |                |                |                |                |
| ADD ON    |                |                |                |                |
| INT       |                |                |                |                |



Front and rear VS to be finish with MDF  
architraves and 220mm windows board inside and  
white woodgrain d mould outside

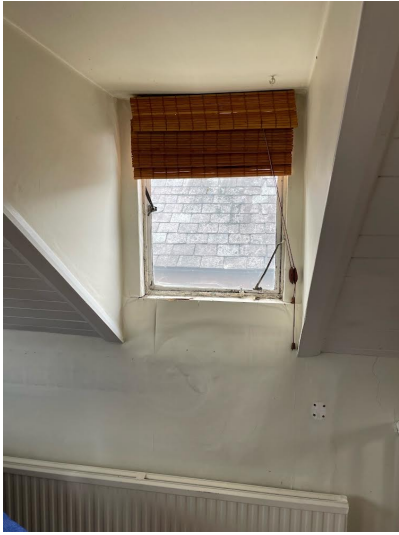


Rear VS fit and finish from  
inside as no access  
externally



Stairs window to fit from outside as no  
access trough the stairs , measurements  
taken between external render , trim flush  
with 45mm inside  
Permission required to use downstairs  
neighbour flat roof





Top floor lounge window- remove existing metal frame and fit between studwork , fit and finish from inside



D mould inside and outside



Kitchen behind fridge window - fit and finish from inside

Remove quad and acrylic sheet, fit new pvc window , trim with d mould inside and d mould and 45mm outside

CUSTOMER AGREEMENT TERMS AND CONDITIONS

1. DEFINITIONS AND INTERPRETATIONS

- 1.1. In these Terms and Conditions ("Conditions") the following words have the following meanings:
- |                         |                                                                                                                                                                                                                                                                                                                         |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "we, us, our"           | means Abbey Windows (thames valley) Ltd., a company registered in England and Wales with company number 03531430 (trading as Abbey Windows (thames valley) Ltd, Abbey Windows and Reading Trade windows), whose main trading address is 50A Portman Road, Reading, RG30 1EA and VAT registration number is 724 4196 37; |
| "you, your"             | means the customer who has agreed to purchase the Goods and/ or Services and whose name and address appears on the Purchase Agreement;                                                                                                                                                                                  |
| "Goods"                 | means the goods which we sell and you buy in accordance with these Conditions;                                                                                                                                                                                                                                          |
| "Installation Services" | means the installation services we provide in respect of the Goods.                                                                                                                                                                                                                                                     |
| "Purchase Agreement"    | means the document on which you agree those Goods you wish to purchase and which incorporates these Conditions;                                                                                                                                                                                                         |
| "Price"                 | has the meaning attributed to it at condition 3.1;                                                                                                                                                                                                                                                                      |
| "Site"                  | means the site where the Goods and/ or Installation Services will be supplied and/ or carried out;                                                                                                                                                                                                                      |
| "Survey"                | means the survey conducted by a surveyor that we appoint.                                                                                                                                                                                                                                                               |

2. ORDERS

- 2.1 An estimator will attend your premises at a mutually convenient time in order to provide an estimate of the timescale, cost and necessary procedures based on your requirements.
- 2.2. To the extent that the estimator is able to determine such information, the quantity, quality and description of, and/or any specification for, the Goods shall be those set out in the Purchase Agreement.
- 2.3. The measurements taken by the estimator may not be completely accurate in which case the Purchase Agreement may not reflect the specification/accurate sizes for the Goods that are ultimately required. All measurements taken by the estimator are subject to the surveyor's confirmation. If after Survey, the measurements change but there is no impact on the Price, we reserve the right to vary the Purchase Agreement as necessary without your consent, by including Appendix A "Variation of contract" to this purchase agreement. Should you require specific mm dimensions or calculations for any products within this purchase agreement you are advised to request from our surveyor a copy of the Appendix A "variation of contract" on survey. If there is an increase in the Price, condition 2.8 will apply.
- 2.4. By completing and signing the Purchase Agreement and paying a Deposit (as defined in clause 3), we will consider your order. We reserve the right to reject any Purchase Agreement before processing your payment. In the event that we have processed your payment but are unable to fulfill your order for whatever reason, we shall notify you as soon as practicable and refund your Deposit and we shall have no further liability to you.
- 2.5 Each Purchase Agreement, if accepted by us, constitutes a separate, severable contract.
- 2.6. Once you complete the Purchase Agreement and payment of the Deposit has been received in cleared funds, we will arrange for a Survey to take place on those areas of the premises which directly relate to the proposed installation. The surveyor will carry out a more detailed and technical Survey than the estimate initially provided and will produce a more detailed report, a copy of which is available on request but we will not automatically provide you with the Survey information.
- 2.7. If the Survey report is satisfactory, we will arrange for delivery and/ or installation of the Goods.
- 2.8. If it becomes apparent that there are aspects that were not identified at the time of the original estimation, the 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 of the estimator which results in the requirement to increase the Price, then we may, at our option:
- 2.8.1 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
- 2.8.2 give you notice to terminate the Purchase Agreement and refund your Deposit.
- 2.9 If you decline any revised quotation supplied in accordance with condition 2.8.1 or fail to accept it within two (2) weeks, we may terminate the Purchase Agreement by sending you a written notice and refunding your deposit and we shall have no further liability to you.
- 2.10. If you wish to alter any of the details on the Purchase Agreement, you must give us written notice no later than two working days after the Survey.

3. PRICE OF GOODS AND PAYMENT

- 3.1. Unless otherwise agreed by both parties prior to receipt of order, the price of the Goods and/ or Installation Services ("Price") includes VAT and is payable in the stages listed below.:
- 3.1.1. a deposit of 25% of the contract Price is payable when you complete and sign the Purchase Agreement ("Deposit");
- 3.1.2. a stage payment of 50% is due when we provide you with an installation date. A final payment of 25% is payable on the date of your installation.
- 3.2 If there is a material problem with the Goods and/ or the Installation Services, you may reserve the right to withhold 2.5% of the contract value until we have completed any necessary remedial works, all or any outstanding monies above of 2.5% on this contract remain collectable and must be paid inline with this contract for remedial actions to take place by us.
- 3.3. Your Purchase Agreement is also a Vat invoice.
- 3.4. Unless payment of the Price is received pursuant to condition 3.1.1 above we shall not be obliged to deliver or install any of the Goods.
- 3.5 We reserve the right to add interest at the rate of 3% above the Bank of England base rate calculated on a daily basis on any sum outstanding following its due date.
- 3.6. Late payment will result in loss of the Guarantee.

4. DELIVERY AND INSTALLATION

- 4.1. All delivery and/or installation dates are estimates only.
- 4.2. Where we offer or agree to 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.
- 4.3. If you wish to change the installation date, you must give us at least 14 days' prior written notice, otherwise a rearrangement fee of £250 will apply.
- 4.4. If you request installation to be delayed beyond the delivery and/or installation date, 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 order and the date upon which the Goods are installed and to request a stage payment in respect of stocked materials.
- 4.5. You must give us unfettered access to the Site and any neighboring properties to which we may require access to enable us to deliver and/or install the Goods. If you obstruct or slow down the installation process, we will charge you at the rate of £60 per hour for every hour that the installation process is obstructed and/ or delayed.
- 4.6. You are solely responsible for ensuring that the supply and installation of the Goods complies with council regulation, Government direction, local or other authority and that you have lawfully obtained every necessary license, permit or authority required in connection with this Agreement. If you do not have the necessary permits, licences and consents, we may terminate the Purchase Agreement immediately. We will ensure products meet with current Building Regulations. We are not responsible if the correct permits, licences or consents are not in place before or after the provision of the Installation Services.
- 4.7 Deferred Orders benefit from an order value fixed for 4 months from order date. Abbey reserves the right to pass any reasonable price increases we incur if the customer requires an order after this period.

5. RISK AND PROPERTY

- 5.1. Only once you have paid us the Price and all monies due pursuant to these Conditions will title to the Goods pass to you. Risk in the Goods will pass to you after the Goods have been delivered by us.
- 5.2. At any time before title to the Goods passes to you, we may require you to deliver up the Goods or may enter the Site to recover the Goods and/ or to remove any of our materials. Allowing us to remove existing products may not allow us to reinstate to original condition.
- 5.3. Abbey will work with customer's materials at the owner's own risk. Guarantees offered do not extend to customer's existing materials and exclude any faults or subsequent costs to any part of the order incurred as a result of customer's materials.
- 5.4. Abbey accept no responsibility or liability to you, or any third party, for any injury sustained through the short or long term use of any letterbox installed in any products. It is your responsibility to ensure there is adequate provisions to protect any users at all times.

6. GUARANTEES

- 6.1. Once you have paid the Price and all other monies (if any) due pursuant to these Conditions, you will be entitled, subject to this Condition, to the benefit of a ("Guarantee") in respect of certain Goods as follows:
- 6.2 Goods supplied to owner-occupied properties benefit from:
- 6.2.1. a ten (10) year guarantee in respect of frame products; with the exclusion of window & door sealants which carry a (2) two year guarantee.
- 6.2.2. a ten (10) year guarantee in respect of glass products; with the exception of integral blinds that carry a five (5) year guarantee; and
- 6.2.3. a ten (10) year guarantee in respect of moving parts (locks and hinges) & the operation of hardware
- 6.2.4. a ten (10) year guarantee in respect of tarnishing, fading of colour or pitting of hardware (Handles, letter plates, numbers & letters)
- 6.2.5. Under the above guarantees, we will provide free labour for the first year. After the first year, we retain the right to charge where failure to maintain causes a fault.
- 6.2.6. Trade products carry a 12 month only hardware guarantee.
- 6.2.7. Goods are guaranteed against all defects in materials or installation provided as follows:
- a) all moving parts (locks and hinges) must be lubricated at least once yearly to ensure they work as designed. In dusty or extreme conditions intensity should be increased. Excess oil must be along with any debris or dirt.
- b) maintenance for White and Woodgrain finishes (UPVC) need to be wiped clean with proprietary brands of domestic cleaners that are specified as suitable for UPVC surfaces. Abrasive formulas and containing bleach must be avoided. Should the Goods be installed in an area where there is high pollution, it is suggested that a mild detergent or a named window cleaner be used; and
- c) routine cleaning and normal cosmetic and mechanical wear and tear are not covered under the terms of this Guarantee.
- d) glass and energy efficient coatings are soft materials. Optical quality (and any minor marks) is only guaranteed to comply with the visual standards as laid down by The Glass & Glazing
- e) Electrical, Brass and other items sourced from a source other than the window, door, roof or glass supplier will carry a 12 month warranty.
- 6.3. Goods supplied to non-owner occupiers (tenanted property) benefit from:
- 6.3.1. a ten (10) year guarantee in respect of frame products; with the exclusion of window & door sealants which carry a (2) two year guarantee.
- 6.3.2. a five (5) year guarantee in respect of glass products; and
- 6.3.3. a one (1) year guarantee in respect of supplying moving parts (locks and hinges).
- 6.3.4. A call out fee will be applicable if any installation works are required or instructed under Condition 6.3.
- 6.4 Goods supplied to commercial property carry a 12 month parts and labour guarantee only.
- 6.5. If you are not the owner-occupier of the property to which the Goods have been supplied, you must hold a maintenance record to be able to benefit from the above Guarantees. Records produced by third parties are acceptable for this purpose, provided that a competent contractor has undertaken the works and provided a detailed written record.
- 6.6. In respect of Goods supplied to any type of property:
- 6.6.1 We will repair or replace products as we see fit to correct the Goods or Installation Services.
- 6.6.2 We guarantee against any substantial damage, fault or breakage as a result of a defective product or it being incorrectly fitted by us.
- 6.6.3. The Guarantees set out above do not cover damage whether accidental damage, fault or breakage caused by neglect, excessive force or failure to properly maintain the Goods as set out above.
- 6.6.4. To enable us to claim against the manufacturer and/or rectify a fault before damage is caused, you must inform us as soon as practicable and in any event within no longer than seven (7) days from the first become aware of the fault.
- 6.6.5. We retain the right to make a charge for any replacement contracts or guarantees.
- 6.6.6. Under the new legislation for Data Protection (GDPR) you are agreeing that should a new owner purchase your property, providing clause 6.7 is met, that we are able to pass on any outstanding guarantees to the new homeowner. We will of course seek your approval in writing prior to any action taking place.

6.6.7. The Guarantee period will commence on the date on which the Installation Services are completed. Goods provided as replacements under the Guarantee will be subject to the original Guarantee period. The guarantees only stand from the original date and not the date any replacement was installed / supplied.

6.6.8. Due to the length of guarantees offered, we cannot guarantee that any part being replaced will match the faulty item being replaced but where possible, we will try to match items like for like.

6.6.9 The above are the total maximum guarantees offered under this contract.

6.7. Where you own the property to which the Goods are being fitted, this Guarantee is transferable should you sell your property. We do however retain the right to make a £120.00 including vat charge for administration and any Site visit required. Should unreported faults be found upon a Site visit, we retain the right to make a charge to rectify such faults prior to transferring a guarantee. Insurance Backed Guarantees are not transferable to another named property owner. It is your responsibility to ensure all products fall within and meet the requirements of regular service/repair/reporting as per our online users guide ([www.abbeywindows/downloads.co.uk](http://www.abbeywindows/downloads.co.uk)) to satisfy our guarantees remain in place,

**7. DAMAGE**

7.1. We will repair any physical damage that we directly cause to plaster (within 150mm from newly installed Goods) (providing the existing fabric is of sound condition), floor, rendering or brickwork immediately surrounding any window or door installed. However, we cannot guarantee to match the colour of bricks or mortar used in the original property. Repair to decoration of the internal and external surfaces remains your responsibility. We accept no responsibility for any damage resulting from structural or other defects in the property at which the installation is carried out.

7.2. In the event that you wish to make any complaint or claim for compensation due for damage we cause for which we may be liable pursuant to these Conditions you must give us written notice thereof within seven (7) days of the last installation date.

**8. ADDITIONAL WORK**

8.1. Unless otherwise stated in writing, you are responsible for the removal and replacement of curtains, blinds, pelmets, the lifting and refitting of carpets and the repositioning of telephone or burglar alarm fittings to enable the goods to be installed. In relation to this clause, any assistance we offer or provide will be undertaken entirely at your risk.

8.2 If you instruct us to remove and/ or re-erect blinds or curtains, we will take reasonable care when doing this but any such works are taken at your risk and we shall not be responsible for the operation or condition of the blinds and/ or curtains once fitted and/ or stored at your property.

8.3. Existing doors, windows and frames being replaced will be cleared from the Site unless you ask our surveyor otherwise on his initial visit we do not guarantee that we can remove these so that they may be re-used elsewhere.

8.4. Should you request Goods to be produced outside manufacturers guarantee requirements, your order or survey report will be marked as such and no guarantee will be available to such product.

8.5. You will clear and ensure we have safe access to all areas to enable us to carry out the Installation Services.

8.6 You will ensure we have free access to water and power when requested by us.

8.7. If we need to undertake subsequent visits to carry out remedial work due to our acts or omissions or the acts or omissions of our third party suppliers, we shall contact you to arrange a convenient time for such remedial work to be undertaken. If you do not provide us with unfettered access to the Site to enable us to carry out the necessary work at the agreed time, you may withhold the remaining 2.5% of the contract price but we shall be under no further obligation to carry out the remedial works and our liability in respect of any Goods and/ or Installation requiring remedial works will be discharged. In any event, we will not be liable for any loss you suffer if you have to attend the Site for us to carry out remedial work. We will not be responsible for your costs for taking time off from work and/ or social activities while works are undertaken.

**9. WARRANTIES AND LIABILITY**

9.1. We warrant that the Goods will correspond with their specification in the Purchase Agreement (if applicable Appendix A) at the time of delivery and will be free from defects in material and workmanship.

9.2 We warrant that we will provide the Installation Services with reasonable care and skill.

9.3 We warrant that all personnel and sub-contractors that we appoint to carry out the Installation Services are adequately skilled and experienced for the activities they are required to perform.

9.4. No warranty whatsoever is given by us as to the degree, if any, of sound proofing and we shall in no circumstances be liable in respect thereof.

9.5. No warranty whatsoever is given by us as to the elimination of condensation, mould and damp and we shall in no circumstances be liable in respect thereof.

9.6. Except as expressly provided in these Conditions, all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

9.7. We will accept liability for death or personal injury caused by the negligence of us.

9.8. We shall not under any circumstances be liable to you, whether in contract, tort (including negligence), breach of statutory duty or otherwise, for any loss of profit or any indirect or consequential loss arising under or in connection with these Conditions.

9.9 Our total aggregate liability to you in contract, tort (including without limitation negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of any Purchase Agreement to which these Conditions relate shall be limited to the maximum amount of 120% of the Price paid by you for the Goods and/ or Installation Services giving rise to the claim.

9.10. Where any valid claim in respect of any of the Goods and/or the Installation Services which is based on a defect in the quality or condition of the Goods and/or Installation Services or their failure to meet specifications is notified to us in accordance with this Agreement, we shall, at our sole discretion, replace the Goods (or the part in question) and remedy the Installation Services free of charge or refund you with the relevant proportionate part of the Price but we shall have no further liability to you.

**10. THIRD PARTY AUTHORISATION**

10.1. It may be the case that when we, our employees, agents or representatives (including any surveyors we may appoint) visit the Site, we or they do not communicate directly with you but instead liaise with a third party individual who is carrying out work on your behalf, for example a builder. In this event, any such third party will be considered as your agent. If your agent takes delivery of the Goods, this will be equivalent to you taking delivery. Any instructions we take from your agent on Site will be deemed to be your instructions and anything agreed with that agent will be binding on you as if you had done so yourself.

**11. GENERAL PROVISIONS**

11.1. This Agreement shall be governed by and construed in accordance with English law and any dispute hereunder shall be subject to determination by the English Courts.

11.2. For the purposes of these Conditions time shall only be of the essence for the purpose of Clause 3.

11.3. These Conditions shall not be construed as to affect your statutory rights as a consumer as defined by the Unfair Contract Terms Act 1977.

11.4. No variation to these Conditions or the Purchase Agreement shall be binding unless agreed in writing by our authorised representative.

11.5. If you have any complaints about the Goods and/ or Installation Services, please contact the Managing Director, 50a Portman Road, Reading RG30 1EA. Tel: 0118 9566866 or email [info@abbeywindows.co.uk](mailto:info@abbeywindows.co.uk).

**12. CONSERVATORIES**

12.1 If the Purchase Agreement includes the supply and/ or installation of a conservatory, orangery, extension, glazed extension then the site specific Appendix A will form part of your purchase agreement. Appendix A is incorporated into these Conditions. Payment terms for the aforementioned are generally: 25% deposit on order, 40% on start of works, 20% on erection of conservatory, remaining on completion of works. The aforementioned payment terms may change depending on your work scope if so payments will be in accordance with that stated on your purchase agreement

All other conditions are applicable as per these terms and conditions.

**13. FIRE ESCAPE DISCLAIMER**

**DISCLAIMERS** for work under Building Regulations (customer accepts all liability).

'No Trickle Ventilators' -When trickle ventilators are currently present they should be replaced in new products, which you have, at your risk, requested us not to do.

'No Fire Escape' - Fire escapes are required, which will not be provided in this instance. At your own risk, you are aware, accept this and will provide an alternative acceptable fire escape route. 'Fire Escape No Worse' - Whilst we look to provide a suitable fire escape, in this instance you are aware this product will not but is acceptable as no worse than the existing window.

'No Window Restrictor' - Abbey recommend safety window restrictors to opening windows below 800mm from floor level. Whilst we have recommended a restrictor/s here, you have declined, and in line with this agreement are responsible for the non fitting of restrictor/s .

**14. WINDOW ENERGY RATINGS (WER'S)**energy rating given for windows and doors are based upon products by Abbey and/or suppliers. When ordering products, variations to profile and hardware

may affect ratings, which we are unable to guarantee against or offer individual tests for. Ratings are for guidance only.

**15. GLASS UNITS**

15.1 Glass units are a raw material and they go through many processes. Glass units are manmade and may have minor imperfections within (e.g. .... scratches, blemishes or flaws). We will only replace damaged units that fall outside of the Glass and Glazing Federation's (GGF) industry set standards. More information can be found on the GGF website: <http://www.ggf.org.uk>.

15.2 This guarantee does not cover the breakage of glass units after installation.

**16. Privacy policy, and data Protection Notice**

16.1 We comply with GDPR and the management of your data and it is important to us that you to know your rights. To know more please visit this site:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

16.2 Under GDPR, in respect of individuals for whom we hold personal data, they have:

The right to be informed - this is a right to be informed about the collection and use of personal data, retention periods and the purpose of the use;

The right of access - this is the right to access your personal data and be aware of the lawfulness of processing;

The right to rectification - this is the right to have inaccurate data corrected;

The right to erasure - this is the right to have your data permanently deleted, although this is not an absolute right and only applies in certain circumstances;

The right to restrict processing - this is the right to request a restriction or suppression of the processing of your data and again only applies in certain circumstances;

The right to data portability - this is the right to have your data provided in a format that is easily transferrable to other data processors;

The right to object - this is a right to object to the processing and will depend upon the legal basis for processing your data.

Due to the changes brought in by GDPR, we are only able to talk to the person/persons named your contract. Should you call the company we will take you through a few security questions to confirm we are talking with the correct person.

To ensure that we can offer the best possible after service, keep your guarantees valid and to comply with our updated privacy policy including GDPR, we advise you that we do need to retain your data for a minimum of 10 years unless you specify otherwise, this is our intention. If you do not wish for us to retain your data please advise by either emailing to [info@abbeywindows.co.uk](mailto:info@abbeywindows.co.uk) or writing to the Managing Director, Abbey Windows Limited, 50a Portman Road, Reading, RG301EA.

**What's your Data?** Your data is all of the following but not restricted to: Full name, Address, Contact Number/s, email address (if applicable). We will retain your Order and appendix A, and any accompanying photographs and specific information relating to your property and our works. We further retain the manufacturer's details for any orders we have placed with them for your products. We retain other information that directly relates to your contract, but doesn't directly relate to your personal details i.e Waste Transfer Note, Installers Wages, Commissions, Costings, Service Call history, Your Sales Person & General high level reporting and any applicable notes. The above data will be retained on a secure server and will only be available to Abbey staff/representatives. Your information will not be shared with any indirect third parties, with the exception of encrypted data back ups of our systems. We do not hold or retain credit card or bank account details on our database. We will only retain your contact details for the duration of the guarantee we offer you. Should it be required due to a product fault in the future under this contract you are automatically giving us specific permission to communicate your contact and contract details to the specific manufacturer/s relating to the product failure, this is in the event that they may need to attend site, to inspect your installed or supplied products. For the period stated in above, your information will be retained within our company to give you the best possible customer and after sales services. Should you wish to have your details

removed from our database, we advise that all guarantees will be invalidated and no record of the installation/s will be recorded.

To fit your products there are various processes we need to go through each of which generate either electronic or paper issues of information. We want you to feel confident that any paperwork that is issued electronically or via paper will be treated as per the above, or by your instruction, and or, will be returned to our offices and securely stored, and later removed by our specialist contractor for confidential recycling of waste paper. Less sensitive waste paper will be shredded and recycled as per our house keeping standards.

Unless you advise us not to (which could lead to either our cancelling or invalidating your contract) we could be contacting and sharing your information with but not restricted to the following organisations: Fensa, Consumer Protection Association, Various Planning and Building Control Departments, Structural Engineers, Trading Standards, Subcontractors directly related to our works; Due to the nature of the works we undertake, we may be obligated to pass your contact information onto FENSA for their registration of your installation with building control. The information we would supply to FENSA to register your installation with building control is: Name, Address, Contact number, the type of, and amount of products installed.

Randomly and regularly FENSA will ask us to produce a list of 5 - 20 customers that have had recent installations, FENSA will then will decide who to contact directly themselves. If you are contacted FENSA please do not be alarmed, this ensures that all installation companies are committed to installing works to building controls standards for their customers. For more information on the management of your data with FENSA please contact FENSA online: <https://www.fensa.org.uk/contact-us>

Once you have ordered your products from us, you will require a deposit guarantee, and the 10 year independent third party guarantee on your installation and products. To enable this to happen we will either need to send you a link via email for the Consumer Protection Association (CPA), where you will be able to register your details, or if you do not have access electronically we will send you a registration booklet through the post. Once received you will need to complete the registration and send it to the CPA. For more information on how the CPA will manage your personal information please contact the CPA online at: <http://www.thecpa.co.uk/contact-us/> or call 01462 850064.

Subcontractors whose services we will instruct under our obligations to you, who are directly related to your scope of works that we will undertake under this contract will given your contact number and address of the works to be undertaken that is applicable to their services. Not restricted to the below subcontractors which may consist of one or all of the following: Electricians, Builders, Plasterers, Plumbers, Waste Removal Company (Skips) Manufacturers, Surveyor, Installers, Service Engineer, Painter and Decorator. All subcontractors working with us will comply to our privacy policy and GDPR.

Customer Reviews and Photographs: Our administration department may request you to leave us a review online, or send you a review card to complete. Please ensure you are aware of the data they could collect from you, and on how long it is kept, and if communicated by them to anyone else. Generally all bodes we work with a GDPR complaint. Which? Trading Standards, Consumer Protection Association.

There are other review sites, but these are online Facebook, Google and you will require an account to be able to leave a review and these businesses will have their own Privacy Policies for your protection that will comply with GDPR. We may take a few pictures relating to you installation of products. This is only done so we are able to promote our business and our services. We will not take pictures where we could compromise your safety, privacy or security.

We do not sell data, we do give data to any agencies or bodies for marketing purposes. All data shared is in your best interests now and in the future.

If you wish to receive additional information regarding our use of your data, this should be requested in writing to: Office Manager, Abbey Windows thames valley limited, 50a Portman Road, Reading, Berkshire, RG301EA. Or email: [info@abbeywindows.co.uk](mailto:info@abbeywindows.co.uk).

You also have the right to lodge a complaint with the Information Commissioner, the statutory body that oversees data protection law. They may be contacted at Information Commissioners Office, Wycliffe House, Water lane, Wilmslow SK9 5AF

**17. NOTICE OF THE RIGHT TO CANCEL**

This notice has the same date as the Purchase Agreement in which it is incorporated. If you wish to cancel this contract you must do so in writing by delivering personally or sending (which may be by electronic mail) a cancellation notice marked to the Managing Director, Abbey Windows (Thames Valley) Limited either by post to 50A Portman Road, Reading RG30 1EA or by email to [info@abbeywindows.co.uk](mailto:info@abbeywindows.co.uk) within the period of fourteen (14) days starting on the date of the Purchase Agreement. The notice of cancellation will be deemed to have been served as soon as it is posted or sent to us, or in the case of an email, from the day it is sent to us.

You may use the cancellation form below if you wish but you do not have to do so and you may send your own notice if you prefer but it MUST BE IN WRITING.

If you wish to cancel the contract by email, you may type your details into the box below and email the form to us. You do not need to sign the signature box on the form by hand. By sending the email from your email account, you will be deemed to have authorized the cancellation.

**18. Complaints**

In the first instance any complaints or service call works are to be emailed to [complaints@abbeywindows.co.uk](mailto:complaints@abbeywindows.co.uk); or written and sent to: The Technical Director, Abbey Windows Limited, 50a Portman Road, Reading, RG30 1EA. Abbey offer alternative dispute resolution; these details can be found on our website: <https://www.abbeywindows.co.uk/about/complaints>



Complete, detach and return this form ONLY IF YOU WISH TO CANCEL THE CONTRACT.

TO: The Managing Director, Abbey Windows (Thames Valley) Limited, 50A Portman Road, Reading RG30 1EA (email address: [info@abbeywindows.co.uk](mailto:info@abbeywindows.co.uk)).

I/ We (delete as appropriate) hereby give notice that I/ We (delete as appropriate) wish to cancel my/ our (delete as appropriate) contract for the purchase of Goods and/ or Installation Services.

|          |         |
|----------|---------|
| Name:    | Signed: |
| Address: | Date:   |

**DATA PROTECTION NOTICE**

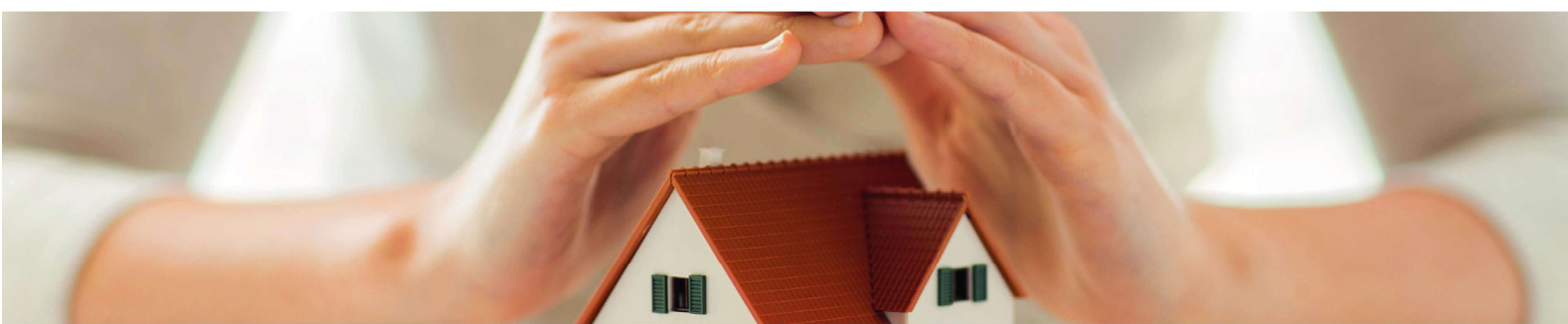
Under GDPR, in respect of individuals for whom we hold personal data, they have:

- The right to be informed - this is a right to be informed about the collection and use of personal data, retention periods and the purpose of the use
- The right of access - this is the right to access your personal data and be aware of the lawfulness of processing  
The right to rectification - this is the right to have inaccurate data corrected
- The right to erasure - this is the right to have your data permanently deleted, although this is not an absolute right and only applies in certain circumstances
- The right to restrict processing - this is the right to request a restriction or suppression of the processing of your data and again\_, only applies in certain circumstances
- The right to data portability - this is the right to have your data provided in a format that is easily transferrable to other data processors
- The right to object - this is a right to object to the processing and will depend upon the legal basis for processing your data

If you wish to receive additional information regarding our use of your data, this should be requested in writing to Office Manager, Abbey Windows thames valley limited, 50a Portman Road, Reading, Berkshire, RG301EA. Or email: [info@abbeywindows.co.uk](mailto:info@abbeywindows.co.uk).

You also have the right to lodge a complaint with the Information Commissioner, the statutory body that oversees data protection law. They may be contacted at Information Commissioners Office, Wycliffe House, Water lane, Wilmslow SK9 5AF.

# WHY CHOOSE ABBEY?



## YOU'RE IN SAFE HANDS!

For your peace of mind we are  
proud members of:



**FairTrades**  
approved tradesmen  
— established 1983 —

**HomePro**  
connect with the best



Reg. No. 10107

## **Thank you for choosing Abbey Windows!**

We have been providing exceptional service and high-performance products since 1986.  
As your trusted local installer, rest assured that we are working hard for you.

### **Structural Supports**

Have you been told about the regulations around structural supports? No? You should have been. Who ensures and inspects that we, as an industry, comply with building regulations? FENSA, Certass and Building Control.

### **A few simple questions can offer you total peace of mind!**

#### **What accreditations do we hold?**

We are one of the founding members of FENSA, a government-approved body for the self-certification of skilled persons since its inauguration in 2002. This means you can be sure that you will receive practical, reliable and honest advice about your installation and its requirements. This is given with your best interests at heart from a long-standing member of FENSA.

FENSA randomly audit ours and other members' installations throughout the UK, to ensure our absolute compliance with all guidelines and regulations.

#### **What is your largest investment in life, other than your family?**

We know it is your home, and we will conduct every check diligently to ensure the advice we give you is the best advice.

#### **Will this make my project more costly?**

Yes, £250 to £500 more per window to undertake your works according to UK Building Control regulations, which you must achieve in your home. There is no avoidance of this permitted under UK regulations. Simply put, if there are not structural supports in place, they are required. We will explain this to you fully when planning and carrying out the work. The additional expense will be reduced however we can, but to have works undertaken in the correct manner will save you thousands in the long run. You will avoid any unnecessary worry and work in the future.

#### **What recommendations will we make?**

We will only make recommendations to protect your investment. For example, if you require structural supports above your door or windows, we will advise this on our sales visit or survey. If we have allowed a cost for one or more structural supports inside or outside of your quotation and our surveyor advises they are not required, we guarantee this cost will be removed (if applicable) from the value of your contract.

We will determine your requirements and make you fully aware of any additional costs that may be involved. We only recommend structural supports where necessary and to comply with Building Regulations, never from a sales point of view.

#### **Why do I need to comply with Building Regulations?**

Firstly, this is a massive long-term investment for you. If you are spending money, you want to ensure the works are going to be undertaken correctly, as you may want to be able to sell your home in the future. Without structural supports being in place, you put your home and sale in jeopardy. A structural engineer conveyancing for

the sale of your property will not sign your home off as structurally sound without clear evidence of supports being in place. This means you will not be able to sell your home in the future, unless the works advised of here are undertaken if required.

The cost of £250 to £500 we have advised of could now be 5 to 10 times more expensive in the future if being undertaken as remedial works. It is your responsibility to ensure works carried out at your home comply with all current building regulations.

Secondly, you want to know you and your family are safe. There is a myth sold to consumers that reinforced uPVC windows are load-bearing. This is far from the truth. There is no load-bearing uPVC window or door on the market, though they are reinforced because of their size and not because of any load-bearing capability. We will advise you on the best course of action for your property, as will any building control organisation or RICS surveyors.

Thirdly, you will want to know your house is structurally sound. If structural supports are not in place, they need to be. This has been the law for over half a decade. You do not want the weight of the area above your window weighing down on your window frames. If structural supports are not already in place, you need them as the new windows will fail under the weight bearing down. You will notice cracking above the window (possibly inside and out), and then the course of bricks above the window will drop. This is called grinning, and if you take a look in your road, you may notice properties worked on by other installers who are experiencing this unwanted and unnecessary issue. If these issues arise, the structural integrity of your home will be compromised. Remedial works needed to rectify this will be extensive, inside and out, and can run into thousands if not tens of thousands of pounds. If not caught in time, the window can fail and the brickwork above the window, if not the entire elevation, may be lost.

### **What do you do if that company is no longer trading? Who pays?**

The message is simple: do it once and do it right, or it will only cost you, now or in the future.

### **What if another company has not advised of structural supports?**

Firstly, ask yourself why? Are they a sole trader? Just started as a business? Looking to upsell hidden costs with their survey? If they don't advise you fully and comprehensively, this is a failure of their responsibility to you.

We will only recommend what is lawfully required to protect your investment. We have no interest in mis-selling structural supports to you. It is a clear fact that they are either needed or not. We don't want our customers to feel any uncertainty.

Structural supports are time-consuming and often require additional brickwork to be carried out. Other companies will try to avoid installing these for this reason, or perhaps more worryingly, because they may not know how to install correctly or the significance of their importance to your property.

A concerning factor is that companies can mis-sell to customers and want to keep the price looking cheap in an attempt to mislead and increase the cost at a later date when it is too late to refuse. We will ensure total honesty throughout so you can avoid this unnecessary stress and unexpected expense.

### **How can you protect your investment?**

When any work is completed on your home, make sure you ask for a FENSA certificate or similar accreditation. If you are selling your home, a conveyancer will request a structural survey and evidence of the quality of the work. Without this, you may have to pay thousands of pounds to declare your home structurally sound.

Working with a long-time FENSA-approved installer like us avoids this worry.

### **What should you ask home improvement companies you are thinking of working with?**

- Have you fully informed me about the potential costs of structural supports if these are required?
- Are you FENSA or CERTASS approved? If so, for how long? What is your registration number?
- Can they clarify the common misconception that uPVC windows and doors are not load-bearing and understand how this will affect the work?

Why you should choose

# ABBHEY

W I N D O W S

Save time and money, and avoid any unnecessary expenses, by working with your trusted, accredited local installer.

You will receive exceptional service and appreciate work that is carried out to the highest standards.



# ABBHEY

W I N D O W S



**Address:**

50a Portman Road  
Reading  
Berkshire  
RG30 1EA

**Contact:**

0118 956 6866  
0118 951 2225  
www.abbeywindows.co.uk  
sales@abbeywindows.co.uk

**Operating hours:**

Mon-Fri: 8.00am - 5.00pm  
Sat: 9.00am - 2.00pm  
Sun: 9.00am - 2.00pm