

Plantation Shutters

In these conditions of sale, "The Company" means **Affordable Locks Ltd T/A Affordable Windows**. "The Customer" means the person, firm or company from whom the Company accepts an order. "Goods" means goods or services which are subject of such an order be it placed verbally or in writing.

1. All written quotations are guaranteed to be valid for 7 days. After this period quotations are subject to change.
2. The Customer agrees to purchase and have installed the Goods specified in the form of an order.
3. The customer agrees to the full liability of the balance outlined whether acting independently or as a 3rd party representative.
4. Orders are individually manufactured, and any Goods not used in their intended location in the Customer's premises cannot be credited against the contract price.
5. All payment schedules, plans and agreements are to be outlined on the face of the contract.
6. Orders will only be fully accepted and processed once the company has received a signed order form, contract and a 50% deposit.
7. Advertising materials such as samples, drawings, photos, computer generated images, sketches, brochures are there to provide an illustrative or approximate idea of the Goods shown or described. They do not form part of the contract nor do they have any contractual force.
8. In some circumstances it may be necessary for Us to cancel Your order due to circumstances outside of Our control. In such an event We will notify You by email and issue a refund of the Order total prices (for both Goods and services).
9. We will not be liable for any compensation payment if an order is cancelled by Us.
10. The company will endeavour to provide a proposed start date and aim to keep to this however in all circumstances time is not of the essence. We will only dispatch your Goods when they are good and ready. In all circumstance's quotes and lead times, whether given on Our website, your order invoice or in dealings with Our staff, are only estimates. Time is not of the essence.
11. Bespoke products from time to time may be delayed due to circumstances out of the control of the Company. The company does not accept or cover any claims arising from any consequential loss during these periods.
12. Unless a finance option has been selected the total outstanding balance is payable immediately after the Goods have been properly installed or delivered in accordance with the terms of the contract and in line with manufacturers guidelines.
13. Payment is to be made to the installer in cash, card, or balance transfer.
14. This order is accepted by the Company subject to a final technical survey, which will be carried out in daylight hours.
15. The Company reserves the right to cancel this order if the surveyor is not entirely happy that the Company can fulfil its obligations to the Customer within the contract price. In this event, any deposit, or monies in respect of the contract will be refunded in full by the Company.
16. The Customer hereby acknowledges that the items and diagrams in this contract have been checked and are correct.

17. The ownership of the Goods shall remain with the Company which reserves the right to possession and to dispose of the goods until such time that payment has been received in full by the Company and cleared through the Company's bank account.
18. Access to the premises to recover goods owned by the company is hereby agreed to be provided at any time and without restriction, obstruction or prior notice.
19. The Customer agrees to permit access to the Company, its servants, and workmen to the installation address at all reasonable times in order that the Company may carry out the works scheduled.
20. If, within 7 days of being advised that the Company is ready to install, the Customer has not agreed to an installation date, the remaining contract cost becomes payable.
21. The Customer will provide the free use of a reasonable amount of water and electricity.
22. The Company will take all reasonable care of the Customer's property when carrying out the work but cannot accept liability for damage or re-decoration.
23. The contract price does not include for the repair or replacement of any hazardous materials such as asbestos found during the course of carrying out the works. Any such work found to be necessary will be brought to the attention of the Customer and will be the subject of a separate quotation and extended time frame.
24. The Company does not undertake to move services, fixtures or fittings which are ancillary to the basic structure of the property, e.g. radiators, pipes, electricity, telephone or television cables and the Customer shall remove all household fixtures, including curtains, nets, and blinds, before the installation is due to commence. Any valuables/damageable goods should be removed.
25. The Company does not take any responsibility for damage caused to any of the above if not removed by the Customer whilst work is executed. The Company reserves the right to charge for wasted time if it is unable to carry out work due to site specific restrictions/conditions.
26. The Company reserves the right to make minor variations in the specification of any of its products at its discretion and without prior notice to the Customer, in keeping with the Company's policy of continuous development and improvement.
27. Any product guarantee will come into effect immediately upon completion of the works if the full price has been received (less any appropriately agreed amount in the event of defects) by the Company on the due date.
28. Failure to pay on time and in full may void any warranty.
29. The Customer should ensure that any representation or promise made before or at the time of signature to the contract not included in the printed form of the contract is added in writing on the face of the contract and is signed by the both the Customer and the Company or its agent. In this way, there will be no doubt as to the terms of the representation or promise.
30. Failure to comply with any of the above terms & conditions may result in any warranty or guarantee becoming void.
31. All Guarantees & Warranties are given in good faith. However, if it deemed after a visit from a company representative that our product has been misused, tampered, or damaged in any way we reserve the right to render the Guarantee null & void, leaving any remedial work to be carried out at a pre-arranged fee, which shall be payable before any work commences.
32. This Guarantee is fully transferable for any new property owner.
33. Any failure of materials due to faulty workmanship under the terms of this Guarantee will be repaired or replaced at the discretion of the company.

34. The customer will have the full benefit of the manufacturers guarantee in respect of any materials and this should be obtained directly from the company.
35. Any claim under the manufacturers guarantee is subject to the manufacturer's acceptance of liability and applicable time frames in accordance with the manufacturer's own terms & conditions.
36. The company will aim to initially attend to all claims made under guarantee within 14 working days.
Appointments made under guarantee will only be made Monday to Friday between 9.00am and 5.00pm.
37. Should the customer not be available upon the first offer of attendance by the company following a claim made under the guarantee then the customer will be offered the next available space whenever that may be.
38. The company DO NOT cover the cost of any fee the customer incurs by instructing a 3rd party to attend to any failures.
39. All guarantees will become null and void should a 3rd party carry out work on any product installed by the company.
40. As with all wooden products, shading differences may occur between the colours as displayed and that seen in the finished Goods as purchased by You. We cannot accept any returns or authorise any refunds for any disappointment resulting from natural shading variations.
41. On request, we may be able to supply a custom colour paint finish for an additional charge. The Company is not responsible if the paint finish is not a 100% match with other household products, although every reasonable effort will be made to ensure the accuracy of the finished product.
42. Our Shutters are designed to allow the louvres/slats to be closed in an upwards direction only.
43. Mid-rail locations are subject to adjustment at manufacturing to ensure that 'whole' numbers of slats can fit in any given panel and min/max top and bottom rail sizes are achieved. If the midrail location is critical to Your design, you must advise Us within 24 hours of placing Your order. See details below.

For 64mm louvres, the midrail could move by +/- 25mm – the midrail size is 64.8mm
For 76mm louvres, the midrail could move by +/- 25mm – the midrail size is 82.6mm
For 89mm louvres, the midrail could move by +/- 30mm – the midrail size is 82.6mm
For 114mm louvres, the midrail could move by +/- 30mm – the midrail size is 101.6mm
44. Top and Bottom rails are adjustable in size and determined by the manufacturer to ensure that 'whole' numbers of slats can fit in any given panel and the panels have adequate structural integrity. The manufacturers will supply shutters with top and bottom rail sizes within the following range:

For panels with 64mm louvres; 65mm – 140mm Top/Bottom Rail size
For panels with 76mm louvres; 65mm – 140mm Top/Bottom Rail size
For panels with 89mm louvres; 65mm – 140mm Top/Bottom Rail size
For panels with 114mm louvres; 65mm – 140mm Top/Bottom Rail size
45. You may not choose the size of the top and bottom rails and do not have the option to reject a finished item on the basis of Top/Bottom Rail size. Where items are similar in height and/or design, but not identical, it is likely that Top/Bottom Rail sizes will vary. Please make Us aware if any items on Your order need to be considered in relation to one another.
46. Clearview Tilt Rod: where the distance between Top, Mid and Bottom rails is greater than 1300mm at any point, will automatically have the Clearview rod centrally split. This is a manufacturing stipulation to aid even louvre closure. If You require a split in a specific location, you must request this within 24 hours of placing Your order.

47. Manufacturing tolerance levels of overall panel and frame specifications are +/- 2mm, and the product will not be considered defective if falling within the size range. Warp on any component part, vertical or horizontal, shall not exceed 1mm per 300mm.
48. Shutters are covered for a period of 3 years, excluding general wear and tear.
49. We give no warranty as to the fitness of the product supplied other than that of an internal window dressing. Other installation and uses are at Your own risk.
50. We will make every effort to advise You how best to design Your shutters in accordance to Our best practices. However, we cannot accept liability if You are dissatisfied with the finished design, as the final design choice is Your responsibility.
51. Nothing in these terms and conditions shall be interpreted as excluding or restricting the statutory rights of the Customer.