

Galashiels Glass & Glazing Ltd

**Unit 4 Duke Street Ind Est,
Galashiels TD1 1QD**

Terms & Condition

ORDERS: All orders received and estimates accepted are binding & will be on the basis of our trading conditions and any contract between us will be deemed to include them whether by specific reference or not. Acceptance of our estimate or instructions to carry out works will deem acceptance of our conditions. Instructions issued by a third party (Main Contractor, Letting Agency, Architect, etc.) on behalf of the client will deem acceptance of our terms and conditions by the client. GGG Ltd cannot be held responsible for shortages or delays of orders from third parties in our supply chain that is outwith our control

ESTIMATES: All estimates are issued free of charge. Our estimates are generally valid for a period of 30 days, however if any materials included in the estimate are subject to a major price increase by our suppliers these will be passed on to the customer (after written notification has been given). It is the client's responsibility to ensure that if an estimate is compiled using architect plans, we are supplied with the most recent plans and notified of any amendments or changes to said plans. Estimates to main contractors will only include a main contractors discount if clearly stated on the estimate.

DEPOSITS: Deposits may be requested for larger jobs to cover initial supply of materials. In all instances, when deposits are taken, we will supply you, the client, with a receipted invoice for the goods. This invoice will be your proof of ownership of the goods.

POSTPONED JOBS: Should the customer request that arranged work is to be postponed for any reason, we will require a deposit of 60% of total cost, a new date for works is to be agreed on the day the postponement is requested.

ACCEPTANCE OF ESTIMATE / ISSUE OF WORKS ORDER / INSTRUCTION TO WORK: Unless works are subject to a written contract the following terms are applicable for all general works: We reserve the right to withdraw our estimate, even if accepted, at any time until commencement of work. Acceptance of our estimate does not guarantee a specific start date. All start dates are negotiable and subject to change. While we can intimate completion dates, we do not guarantee that all works will be finished by the date given. We accept no responsibility for late completion of any works. GGG Ltd cannot be held responsible for shortages of orders from third parties in our supply chain that is outwith our control. In certain cases, deposits may be requested (See above). Deposits cannot be refunded if non-refundable materials are ordered on the client's behalf. It is the Client (or their agents) duty to ensure that all necessary permissions, if required, are in place prior to instructing any works by us. This particularly applies to building warrants, planning permission and works to listed buildings. If works being carried out by us will raise the value of the property, it is the client's responsibility to inform their insurance company of such work and to ensure on-going works are adequately covered. If access is required through adjoining properties, neighbour's permission must be sought.

CLIENTS RESPONSIBILITIES: The client will be responsible for ensuring electricity is supplied free of charge for the duration of any works. This will include adequate lighting and 13amp power for power tools, etc. A fresh water supply should be provided. It is the client's responsibility to arrange for any Telephone/Broadband sockets to be temporary disconnected if they are in the vicinity of any works being carried out. Locations of telephone cables should be pointed out to our operatives before work commences. We cannot be held responsible for any downtime or repair cost by your telephone provider. Free parking for at least one vehicle should be available for the duration of the works. Any parking fees required will be charged to the customer.

To comply with data protection laws, we must inform you that we will need to store your contact details, email address, etc. in order to allow us to process job sheets, invoices, etc. We will store this data within our accounting system which is secure and we will hold this data as long as we are required to by regulatory or statutory laws. We will not pass on your details to any third party or use it for marketing purposes. Please see our GDPR data protection policy (available as a PDF below).

WORKS TO CUSTOMERS OWN GOODS: All works to customers own materials are carried out at the customers own risk and no claim can be made against us for damages to same or the replacement cost of such items. We cannot be held liable for any consequential damage to client's own goods or property when carrying out remedial repairs. We recommend that customers have insurance cover for own goods prior to work being carried out on them.

PAYMENT All accounts are due on receipt of invoice date and always within 7 days unless otherwise negotiated. We accept payment by BACS, cheque and debit card. **We no longer accept payment by credit card.**

INSURANCE & GRANT WORK: If all or part of the account is to be settled by your (or a third party) insurance company, this does not change our due date unless payment is to be made direct to us by the insurance company. Delays in payments from your insurance company cannot be passed on to us and payment of the account is not subject to receipt of insurance company cheques. Our contract is with the person or persons instructing the works and not with the insurance company. It is the client's responsibility to ensure that funds are in place prior to instructing any works.

RETENTION OF TITLE: The ownership of the goods and materials supplied shall remain the property of Galashiels Glass & Glazing LTD until all relative invoices are paid in full. In the event of default of payment, access will be allowed to recover said goods and materials. The responsibility of the goods will pass to the purchaser on delivery to site. Goods returned, no longer fit for purpose will be charged in full. Only goods that are accepted as a return by our suppliers will be refunded (subject to re-stocking charge). If part payment has been made, this will be credited to any labour charge first before remainder (if any) being allocated to the goods supplied.

DATA PROTECTION: We will obtain the minimum personal data required from our customers and suppliers to allow us to process invoices, work orders, supplies, etc. We will not use your data for marketing purposes and will never pass this to a third party without your consent.