

Avon Window Company Ltd.

Thank you for requesting a quotation from our company. The following document details the specifications and services we provide. Hopefully this will answer any queries you may have, but please contact us if you have any questions or concerns.

Established in 1993 and situated in the heart of Kingsbridge, we have been installing a large range of high quality P.V.C.u. Aluminium and Timber products primarily throughout the South Hams and South Devon both as replacement and new-build work for homeowners, developers, architects and builders.

From first contact through to completion, all our sales, administrative and installation work is carried out in house by our own experienced and knowledgeable staff, be it impartial advice, quotations, planning queries, installations and building works.

We also offer a full maintenance service dealing with all aspects of the window industry and carry or can source a large range of spares and replacement parts.

Choosing the right windows and doors for your home can be a tough decision to make. You need to consider style, comfort, security performance and durability, together with the peace of mind that comes from dealing with a local reputable company.

Our advice recommendations and quotations are offered free of charge for any undertakings you may be considering.

With a growing percentage of properties in The South Hams being second or holiday homes we appreciate the need for installation work to be carried out when houses are vacant and we work together with a large number of letting agencies to fulfill our customers needs.

New build and renovation work often requires installations to be scheduled with other building works and again we work closely with many local builders and developers to ensure our work is fitted in around other trades when necessary.

Window Energy Ratings and Building Regulations

Since April 2002 the majority of window installations in England and Wales have been subject to Local Authority Building Control (Approved Document L)

October 2010 has seen the introduction of Window Energy Ratings which require a minimum u-value of 1.6W/m²K or a minimum WER of band C.

All our windows installed as replacement or new build carry a certificated A rating with a u-value of 1.4W/m²k.

To Help achieve an A rating our sealed units are comprised of:

Inner leaf: Planitherm Total Soft-Coat (Low-emmissivity) glass
Outer leaf: Planitherm Total Non-Iron glass
Cavity: Argon filled
Spacer bar: Edgetech Warm-Edge spacer

The effect of the above is to let as much sunlight (and therefore heat) to pass from the outside to the inside as possible, while at the same time reflecting heat back into the room instead of letting it pass through the unit to the outside.

We are a member of FENSA (reg. no. 11559) the government approved body which allows us to certify that the products we use comply with current building regulations including document L.

When selling your home, proof that any replacement windows and doors carried out since 2002 have been correctly installed and registered with the Local Authority Building Control is required by law.

Dealing with our company will give you peace of mind that all our qualifying installations are registered and a certificate will be issued directly by FENSA after completion of work on your property.

In addition we provide a certificate showing the Window Energy rating of all our windows

We carry out all our installation work with proper regard to current building regulations and practices, be it simple window installation or complicated conservatory construction projects.

All our work is covered by our own, and an insurance backed ten year warranty.

FENSA registration and warranties are fully transferable on change of ownership of properties.

Services Offered

Supply only or Supply and Fit
In P.V.C.u. Aluminium and Timber:

Windows
Doors
Conservatories
Porches
Glazed Screens
Bi-Fold Doors
Fascias & Roofline Products

Composite Doors
Glass Roof Systems
Curtain Walling

Maintenance:

Replacement sealed units
Door locks
Window hinges
Handles
Mechanisms
Patio Door wheels
Door panels
Cat Flaps
Child Restrictors
Door Closers
Trickle Vents
Letterplates

General Specifications (P.V.C.u.)

All frames are manufactured from impact modified unplasticised poly-vinyl chloride tested to I.S.O. 9001, with a front to back dimension of 70mm. and containing galvanized steel or aluminium reinforcing where necessary.

Multi-chambered construction ensures strength and stability.

Our suite of windows and doors all use ovolo curved profile and internal glazing beads with low sightline gasket.

Colours available are White, Rosewood, Golden Oak and a combination with coloured external and white internal.

Special colours are available on request.

Windows are available in standard casement or internal tilt and turn and we offer round arched angled and various other shapes.

Vertical sliding sash windows in the above are also available.

Various external cill sizes are available to compliment differing building styles.

Doors are available as single, with side panels, stable doors, French Doors Inline Sliding Patios Tilt and Slide, Bi-Fold and Composite.

All locking mechanisms hinges and handles are high quality, high security and comply with insurance company recommendations.

Windows contain multi-point espagnolette mechanisms and can incorporate child restrictors.

Egress and Easy-Clean window hinges are available and all casement windows have night vent locking facility.

Door mechanisms are multipoint with hookbolts, rollers, latch and deadbolts and all are fitted with three high security adjustable surface mounted flag hinges secured into the frame reinforcement.

Six-Pin high security double-profile cylinders are fitted to all doors and are supplied with three keys.

There is a key-alike facility for multiple doors, and electric opening capabilities can be included.

Glazing consists of 28mm. hermetically sealed units with a specification to achieve an A rating when combined with our window frames.

Toughened, laminated, obscure, Georgian, Leaded and coloured glazing is available and all glazing in critical areas conforms to current building regulations.

Various tinted and solar control glazing is available.

In addition to the above products Avon Window Company also supply and install a large range of conservatories porches and bay windows all using the same profile and glazing.

Feature door panels, cat flaps, replacement sealed units and various other ancillaries are also provided using high quality products and the same high standard of installation.

Aluminium, timber and composite products all carry the same attention to detail and quality as our P.V.C.u. products, with the same inherent security and insulation benefits.

Glazing specifications for these products may vary to achieve necessary Window Energy Ratings.

For Aluminium, Timber and Composite materials we can provide further technical information if required.

GENERAL

Survey: It will be necessary to carry out a detailed survey of each installation to determine accurate manufacturing sizes, and this will be arranged for a mutually convenient day and time.

Installation: All installation work is carried out as per manufacturers recommendations and with regard to current building practices. All our fitting teams are experienced and skilled in all areas of installation work.

Care: All installations will be carried out with due regard to the immediate surroundings, and care taken to protect fittings, furnishings and surroundings.

Please be advised that any expensive or sensitive equipment e.g. computers, televisions etc. will need to be removed by the customer prior to our fitters starting work.

Blinds and curtains will also need to be removed as our fitters cannot take responsibility for the removal or replacement of these items.

Please note that it may not be possible to replace some types of window blinds in their original positions due to the installation of window trims and / or handles etc.

Making Good:

All installation work involves making good in the vicinity of each individual location but not including decorating.

Where kitchen or bathroom tiles are present every care will be taken not to loosen or damage them but we cannot guarantee to replace any damaged tiles with exactly the same product. An alternative method of finishing and trimming around these windows will be offered as it may not be possible to exactly replicate the existing finish.

All external sealing will be undertaken with materials commensurate with the structure and substance of the building.

Debris:

All rubbish and excess materials from installation work will be removed from site

First Fix:

Any installations carried out on a First Fix Basis will be subject to the guidelines laid down in a separate contract from those above

Accessibility:

It is assumed that the customer will make every effort to afford our fitting teams a good degree of access to both inside and outside in the vicinity of the installation

Scaffolding:

If scaffolding or other specialised areas of access are required, this can be arranged by Avon Window Company, and cost will be agreed at time of placing the order or at survey

Timescale:

A date for installation work will be confirmed at the time of survey and Avon Window Company will make every effort to adhere to the agreed timetable, however weather and other unforeseen circumstances may prevent this.

It is our policy to keep our customers informed at all times.

Structural:

During installation work, should we uncover any structural defects which were not apparent during survey, these will be brought to the customers attention and any remedial work will be discussed and agreed upon before continuing with the installation

TERMS AND CONDITIONS

The following terms and conditions are in addition to, and are not intended to infringe on your statutory rights as a consumer.

- Validity:* Quotations are valid for a period of 60 days
- Orders:* Orders will only be accepted on official Avon Window Company Ltd Purchase Order Form, carrying purchaser's signature
- Variations:* Any on-site variations or extra work is to be agreed and substantiated in writing by Avon Window Company Ltd, and will be invoiced separately and will be due for payment on completion of the contract
- Payment Terms* Cash, cheques or bank transfers are acceptable means of payment.
- Deposits:* A deposit of 20% of total contract price is normally required with order unless prior arrangements are made and agreed in writing by the company.
A greater deposit and / or stage payments may be required for certain contracts and this will be discussed at the time of placing an order
- Balance:* The outstanding balance is due immediately on substantial completion of the contract. A 5% surcharge will be levied if accounts are not settled then.
If installation is delayed at the request of the purchaser Avon Window Company Ltd may require a further 20% of the total contract price

It is our policy to provide the invoice on commencement of work so that the purchaser is aware of the total amount due, and our fitters will advise how long the contract is expected to take.

We respectfully request that payment is made available to our fitters to collect on completion of the contract.

Holiday Homes: Installation work to be carried out on properties where the purchaser is not in full time residence may be subject to payment conditions different from the above, and this will be advised at the time the order is placed

Warranty: All installation work is covered by our Ten Year insurance backed guarantee administered by the I.P.W.F.I.
(See separate enclosure relating to guarantees)

All goods remain the property of Avon Window Company Ltd until paid for in full

Cooling Off Period: You have the right to cancel any contract with Avon Window Company Ltd. within seven days of signing our purchase order and any deposits taken will be refunded. Any cancellation must be made in writing to the company.

Please note that the guarantee will only come into force when full payment is made and in conjunction with the terms and conditions on the company guarantee certificate

Product details and specifications may be subject to change, but any relevant changes will always be explained and agreed prior to commencement of any contract

Avon Window Company Ltd. Complaint Handling Procedures

Our aim is to provide a high quality service for all our customers but we recognise that things do go wrong occasionally.

Where you have a query or complaint it is important for you to highlight this to us at the earliest opportunity to allow us to assist you.

In the first instance please contact our office on 01548 856222 or by writing to:-

Avon Window Company Ltd.

Unit 3, Orchard Industrial Estate, Lower Union Road, Kingsbridge, TQ7 1EG

Or E-mail us at avonwindows@eclipse.co.uk

Action we will take:

Acknowledge your complaint promptly.

Advise you who is investigating your complaint.

Carry out a thorough investigation into the matters you have raised and instigate action.

Maintain contact until completion of our contractual agreement.

We aim to resolve all issues within 8 weeks.

(May 2104)

