

TERMS & CONDITIONS OF AGREEMENT

1. Payment of the Total Contract Price less deposit if applicable shall be payable to SOUTHSIDE WINDOW SYSTEMS LIMITED immediately in full upon completion of the installation. All materials, fixtures, fittings & finishes remain the property of SOUTHSIDE WINDOW SYSTEMS LIMITED until the account is paid in full (cash or cheque).
2. If there is a genuine complaint with regard to the installation, the Customer is entitled to retain 5% of the total purchase price pending investigation and rectification of the complaint. As soon as the complaint is remedied the 5% balance becomes due immediately. The company will charge 2 1/2% per month on overdue accounts.
3. Every effort will be made to complete the order within a reasonable space of time. The company however will not be held responsible for keeping specific dates, which have been affected by circumstances outwith its control, and no compensation will be offered.
4. Manufacturers of glass use very sophisticated inspection techniques, which are carried out under dry, bright, light conditions, to identify serious imperfections in the finished product. Our glass has passed all these tests and minor imperfections are allowable within these standards.
5. As a technically progressive company from time to time changes are made to the company's products. The customer acknowledges and agrees that they shall receive delivery of products which comply to the company's latest basic design & specification, and any change in the design & specification may be affected without prior notice to the customer.
6. SOUTHSIDE WINDOW SYSTEMS LIMITED guarantees all UPVC frames for 10 years, fittings for 1 year and sealed units for 5 years. Provided a fault develops and written notice is given within the guarantee period SOUTHSIDE WINDOW SYSTEMS LIMITED will supply replacements for the fault in question. This guarantee is invalid if the materials have been misused or neglected. This guarantee does not come into force until the account is paid in full. Guarantee is not transferable.
7. The purchaser shall be responsible for ensuring that the supply and fitting of the product complies with every applicable statute building regulations local government by law, freeholders interest or any other authority and the company accepts and completes the order on this understanding.
8. The company shall be under no liability to make good any existing damage or latent defects to brickwork, plasterwork, pebble dashing, rendering or any similar material. The company will however make every endeavour to reinstate damage to roughcasting, plasterwork and internal woodwork, but excluding 'tiles and wallpaper' caused solely by the installation of windows and doors. Such reinstatement work will be left in a condition ready for decoration. When brickwork has to be knocked down the Company cannot be held responsible for any consequential damage.
9. If you have burglar alarm contacts on any of the windows or doors which are being replaced, please note that our operatives are instructed not to remove these contacts due to security and insurance implications. You should, therefore, arrange with your alarm company for any necessary disconnection and reconnection.
10. Please note that SOUTHSIDE WINDOW SYSTEMS LIMITED cannot guarantee blinds and fittings will fit without alteration. The company is not responsible for specialist floor coverings eg: hardwood floors.
11. No guarantee or warranty is given that the installation of any of the Company's products will eliminate or reduce any condensation on the premises, because the causes of condensation are outwith the Company's control. However the thermally insulated products will minimise condensation compared to the non-insulated equivalent products.
12. The contract can be cancelled by the client within 14 days of the date of order if notice is sent by recorded delivery to the registered office of Southside Window Systems Limited, 55 Wiltonburn Rd, South Nitshill Industrial Estate, Glasgow G53 7JF. Cancellation thereafter will render the client responsible for all admin costs & expenses incurred by Southside Windows from the time of original survey. A cancellation form is available on request from the above address.