

Thank you for your order/ purchase with R & R Services Ltd. Please read the following carefully so that you fully understand our terms and conditions.

1. Upon signing by the customer, a binding contract will be created in respect of the order detailed overleaf, and such contract shall be subject to cancellation by the customer as detailed in point 2. R & R Services Ltd reserves the right to cancel any order by refunding all monies paid upon receipt of an unsatisfactory survey or unsatisfactory credit reference being obtained in respect of the customer.
2. The customer may cancel the order without penalty during the cooling off period which will run for 7 days from midnight on the day on which the order was signed by the customer where the contracts are negotiated away from the business premises and by an unsolicited visit. Any cancellation must be received in writing. After this period R & R Services Ltd reserve the right without prejudice to claim damages for breach of contract. The company may at its sole discretion in appropriate cases agree to the cancellation, upon the payment to the company of all expenses incurred to date.
3. The customer hereby agrees to permit the company reasonable access to the place the order is to be carried out. All items that could impede the work must be removed by the customer, or R & R Services reserve the right to charge for the time taken to remove such items. A charge will be made for re-fitting of blinds.
4. The order as detailed overleaf shall commence within a reasonable period of time from the date of the agreement. R & R Services Ltd cannot be held responsible for delays caused by weather conditions or problems with suppliers. R & R Services Ltd reserves the right at all times to vary its installation designs and specifications without prior notice.
5. A deposit may be required. Balances must be made immediately on completion of the order by cheque, cash, credit or debit card or bank transfer. Larger orders will require stage payments. Credit cards are subject to a 2.5% surcharge. Payments can be made by phone or by a visit to our premises.
6. Your guarantee is void unless your account is paid in full. R & R Services Ltd products are owned in entirety by the company until full payment is made by the customer.
7. All UPVC frames i.e. doors and windows carry a 10 year manufacturer's guarantee against discolouration, fading or splitting. Composite door slabs also carry a 10 year manufacturer's guarantee against colour fade. Door sashes in direct sun light (as deemed by R & R Services Ltd) are subject to a 5 year guarantee. Wooden frames only carry a 12 month guarantee. All feature panels are guaranteed for 12 months against discolouration or splitting.
8. All double or triple glazed units are guaranteed for 5 years, including internal lead or geo bar discolouration. External damage to lead or the unit is not guaranteed. Scratches and blemishes are deemed acceptable to glass and glazing federation directives, as is lead oxidation, visual surface distortion on toughened glass and haze on Pilkington coated glass. All lead and geo bar layout are at R & R Services Ltd discretion unless specified and signed for by the client.
9. No guarantee is given that the installation of R & R Services Ltd products will eliminate or reduce any condensation or mildew on existing premises.
10. All mechanical parts i.e. locks, hinges and handles on doors or windows are guaranteed for 2 years. Hereafter each item shall carry a replacement charge. All items should be cleaned and oiled at 3 month intervals to keep them in a serviceable condition.
11. Letterboxes carry no guarantee against breakage, but carry a 12 month guarantee against discolouration and pitting.
12. Doors, French doors, Bi folds and patio's will require adjustment in their serviceable life due to settlement and or changes in temperature. If the door requires adjustment after the first 12 months of service it will be subject to a call out charge. The door is covered for a further 3 months after this adjustment. Foiled doors in direct sun light (as deemed by R & R services Ltd) will require more adjustment so the cover is reduced to 6 months of services for free adjustments and for 1 month after adjustment. R & R Services Ltd does not provide an emergency call out service. If you are locked out or cannot lock your door and you need help you should call a 24 hour locksmith. R & R Services Ltd are not responsible for any charges incurred.
13. Conservatories and orangeries are not hermetically sealed and can leak due to adverse weather conditions i.e. heavy rain, snow or high winds. The use of pressure washers and/or hosepipes can also cause your roof to leak. They are covered against leaks for 2 years, after this period there will be a charge to cover parts and labour. R & R Services Ltd cannot guarantee to match the shade of any replacement polycarbonate sheets or coloured glass. Please note after 5 years or more some parts may become obsolete and this is outside the control of R & R Services Ltd. R & R Services Ltd cannot accept any responsibility for any damage to items placed in your conservatory or orangery that could be damaged by a leak i.e. furniture or flooring.
14. Fascia, soffit and guttering are guaranteed for 2 years. The fascia boards are covered by a manufacture's guarantee for 5 years for foiled boards and 10 years for white boards. Any leaks or damage caused by leaves, stones, birds, snow or storm are not covered by your guarantee and will be subject to a call out charge, plus parts.
15. All electrical work carries a 12 month parts and labour guarantee. Bulbs are not guaranteed.
16. All heating, plumbing or gas work carries a 12 month parts and labour guarantee.
17. All construction/building work, i.e. extensions, roofing, conservatories, orangeries, porches, patios, garden walls, paths, internal wall removals including beam work are guaranteed for 2 years. R & R Services Ltd are not responsible for any subsidence due to mining, flooding, drought, ground settlement or geological faults in the area or severe weather conditions.
18. The undertaking hereby given is subject to the following conditions and exclusions. The fault shall not have been caused or contributed to by the customer or any third party, accident, misuse or neglect and that the fault is reported to R & R Services Ltd within 24 hours of occurring.
19. In the event that R & R Services Ltd shall attend the customer's installation at the request of the customer under the terms hereof and reason shall be found to relate or not to conform to any matters set out above in point 18 hereof R & R Services Ltd shall be entitled to charge the customer for free time spent at the R & R services Ltd standard rates. (Details of which are available on request).
20. In the event that R & R Services Ltd does make a charge to the customer under any of the above points, hereof the terms of this guarantee shall be suspended until full payment is made.
21. R & R Services Ltd reserves the right to change or withdraw the terms and conditions of any future guarantee at any time, without prior notice.
22. All trade/supply only products carry a 12 month parts guarantee, excluding any problems caused by incorrect installation.
23. All items supplied, or work carried out at commercial premises carries a 12 month guarantee parts and labour.
24. The guarantee is given to the assigned customer and is not transferable.
25. Labour/workmanship is guaranteed for 12 months.
26. Any service, product or work not listed above carries a guarantee for 12 months.
27. Any work under taken by any other company or trade person on products supplied by R & R Services will invalidate the guarantee.
28. All guarantees run from the date of the original installation.
29. The terms hereof do not affect the customer's statutory rights.
30. The terms hereof shall be contrived under the laws of England and Wales.
31. Alarm blocks, sensors, telephone & TV points are not covered by R & R Services guarantee. They should be removed/relocated prior to installation by the providers. If any of the mentioned are to be removed/relocated at the time of installation then a charge will be made to cover any costs. This work will be carried out at the homeowners risk and no liability will be held for any past present or future faults that may develop. Any callout or repair charges required by the provider or others will be the homeowners' responsibility.

The above guarantee is the only guarantee offered by R & R Services Limited, either written or verbal.