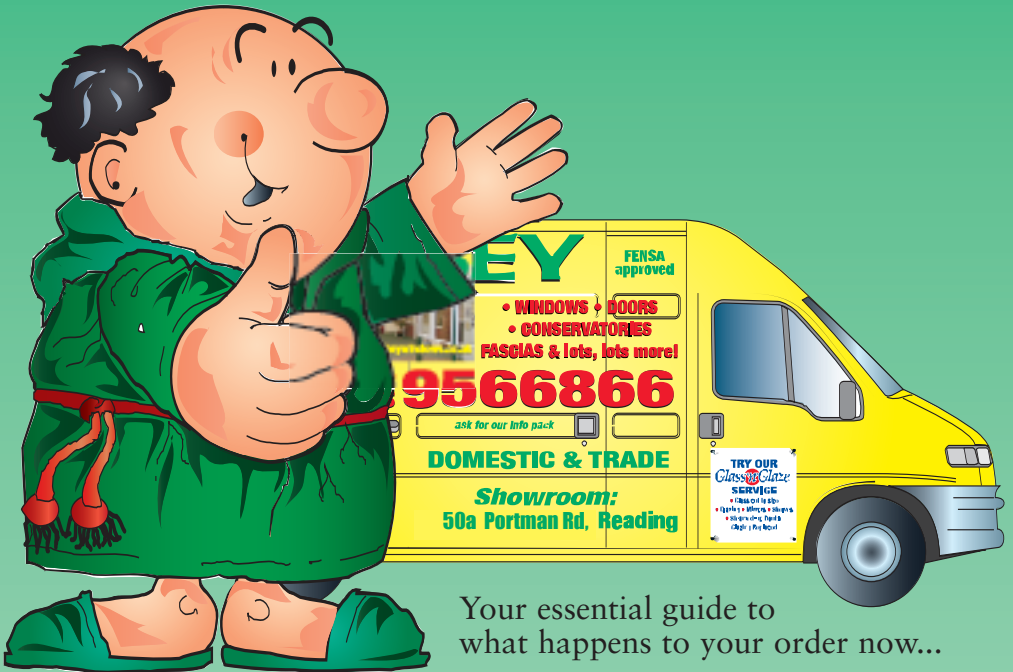


WE'VE ORDERED SO

# WHAT'S NEXT?



Your essential guide to what happens to your order now...

# ABBNEY

WINDOWS ♦ DOORS ♦ CONSERVATORIES FASCIAS ♦ SOLAR PV

## **YOUR ORDER**

Abbey Windows will supply and install your order in accordance with the order you have signed. Please take time to check the order carefully to ensure that every relevant detail you have discussed with our Estimator and every product or detail you expect is included upon your order.

If you have anything to add or you feel something has been missed off your order, it will be treated as an extra and maybe chargeable, call us on Reading 956 6866 immediately.

## **WHO TAKES THE CORRECT SIZES?**

Our Surveyors will contact you to arrange a suitable visit and take accurate dimensions for your order. If you wish to contact us, please telephone and ask for the Surveyor. Surveys are usually between 8.00am and 4.00pm weekdays. Clear access is required both inside and out for the Surveyor to take measurements.

Our Surveyors will only measure and allow for items and notes upon your order. It is advised that you take time to carefully check your order, prior to the Surveyor's visit to ensure that the order is exactly as you require. All products are drawn and viewed **FROM THE OUTSIDE** of the house. Structural supports are not installed as standard. If our Surveyor decides they are required (and not already stated upon your order), we will explain the implications and you will be given an additional cost for this additional work.

If you are unsure or wish to amend any part of your order, please inform the Surveyor upon his arrival. He will give you written confirmation and you will be informed of any cost implications.

If you are limited to dates for installing your order, inform the Surveyor upon his arrival, who will make every effort to ensure your order, is installed on your preferred dates.

## **ENERGY SAVING GLASS**



Modern energy saving Low Emissivity glasses reduce heat loss by reflecting heat back into the room as it tries to escape through your window (in the same way that a thermos flask works). Under certain damp conditions, this can lead to early morning sunlight warming the external side of your window glass and causing temporary condensation that will disperse as the air temperature rises. As this cannot be predicted or avoided, we are unable to guarantee against it.

## WHEN WILL MY ORDER BE INSTALLED?

The Surveyor will bring all the relevant information to **ABBEY** from his survey and will begin to order the materials required to complete your order. Upon receipt of exact delivery dates for all the materials we require, we will contact you to arrange a convenient date to install or commence installing your order.

We will make every effort to install your order on the dates given but in the case of unforeseen circumstances such as bad weather etc., we may have to rearrange dates. Installations are normally carried out on weekdays, but it may be possible for it to take place on a Saturday, by special arrangement only.

## WHAT TIME WILL YOUR INSTALLERS ARRIVE?

We would normally aim to be with you between 8.00 - 9.00am (unless otherwise arranged). Your order will be loaded the day prior, or the same day. You are welcome to ring the Installation's Department on the day prior to starting for a more accurate time.



## HOW LONG WILL IT TAKE TO INSTALL OUR ORDER?

Our Installers are encouraged to place quality above speed and although our product fitting times may be longer than some other companies, we would normally expect the following for a two-man team:

*4 windows per day  
2 doors per day  
1<sup>1</sup>/<sub>2</sub> elevations of Fascias Products per day*

These times are average times, so please don't feel that your order has been rushed if it's completed quicker than that, or that we have had problems if it takes longer.

## IS THERE MUCH MESS?



Windows and Doors are an integral part of a building. You can be assured that **ABBEY** will take every care and attention to install your order with the minimum amount of disruption. We lay dustsheets in all areas that we work and clean up any mess that we make when we complete the installation. Because we take our time removing old windows etc, we generally do not expect too much mess.

Exceptions would normally be when rebuilding a whole sash box window, where we could expect to encounter perhaps one hundred years worth of dust! When replacing Fascias the wood being removed can splinter and paint can flake off.

When removing glass from windows we carefully remove the glass, but the occasional breakage can lead to small shards of glass.

As a safety precaution, we must ask that you carry out a final inspection and clean to the areas we have worked.

## WHERE DO YOU START?

We would normally commence with any upstairs windows and work down. This is to avoid any debris falling down onto new products. Our Installers will inform you upon their arrival which products they would prefer to install first, unless you have any preference.

## CAN I HELP IN ANY WAY?



Removing any nets or curtains and moving furniture away from the areas adjoining the windows/doors would help, along with any ornaments from window boards. Our work may create some vibration and any loose or fragile belongings are best laid in a safe flat state.

It is advisable to disconnect alarms and arrange for any reconnection and required service after our work. We cannot reconnect and reprogram alarms.

Removing net or curtains and moving furniture to give us at least 1m of clear room would help, along with any ornaments from windowboards.

## WASTE MATERIALS



We like to keep old materials away from new. An area within the garage or garden for us to place old materials during the installation would leave us with a clean, safe area within our vehicle for new materials.

Abbey will (unless you request before we start) remove all waste materials. Where possible these will be recycled, including glass, plastics and metal. It is not possible to guarantee the removal of old products for reuse without damage.

## WILL THERE BE ANY DISTURBANCE OR WILL I NEED TO REDECORATE AFTERWARDS?

Although our Installers will take every care and attention with your order, you may have to undertake some redecoration after our completion.

Vibration can cause cracks to appear between window board joints and plasterwork and skirting and architrave. Where possible, we will insert filler for you to smooth down and redecorate at a later date. **ABBEY** will not undertake painting, staining, wallpaper hanging or tiling.



Where brick mortar, render, pebble dashing and plasterwork is loose and falls away or must be removed to allow us to install, we will make good to match as near as possible. Where two products adjoin (e.g. bay window or brick above door) the removal of existing items may highlight or create superficial cracks to plasterwork etc.

Any created cracks will be filled. In the majority of cases cracks will already be in place but will not have been noticed. Our Surveyor or Installers will note any relevant points and/or faults or potential problems found during the installation and they will be brought to your immediate attention. Making good is usually within an area of 150 mm (6”) of the installed product.

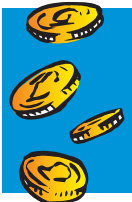
## WHEN IS THE INSTALLATION COMPLETE?

Our Installers will inform you when they have completed your order. Until this point, please do not be alarmed if part of your order appears incomplete, as we could normally leave all making good until last.

Our Installers are experienced and trusted. We have no need to carry out an independent inspection of their work and we will accept their confirmation of completion. If somebody is in attendance when we complete the order, the Installers will carry out a final inspection with you and demonstrate how to correctly operate and maintain the products under the terms of guarantee.

If any faults are found in the Installers final inspection they will be brought to the attention of you and **ABBHEY**.

## WHEN DO I PAY?



We will either post prior or bring a final invoice with our Quality Plan along at time of fitting, which our fitters will use as a checklist and prompt for the future use, care and maintenance of your products.

BACS payments can be made online with details at [abbeywindows.co.uk](http://abbeywindows.co.uk). Cheques can be made out to Abbey Windows (Thames Valley) Ltd. Debit and Credit cards accepted (Credit cards will incur an additional admin charge). A receipt will follow in the post and any Insurance Backed Guarantee or Fensa registration will be completed on your behalf.

If you are not at home to inspect the work, we would ask that you do so for your peace of mind and then forward payment. Unless notified of any dissatisfaction, we will assume the order is complete.

Although we put much effort into achieving smooth, hassle free installation we sometimes experience a damaged or faulty product. Should this occur, our Installers are instructed to report this to you and our office. This may result in ordering replacement materials and a later visit to complete your order. If this is the case, we would ask that you hold back 10% of your order value, which will not be payable until the order is completed. The balance we collect is required in order to pay for your materials and your Installers.

## CONSERVATORIES AND BUILDING WORKS



Conservatory orders may require that payments be made in stages. As these orders may take several weeks to complete, these funds assist with the purchase of materials we require for your order.

If bricks were included within your order, providing us with the name or distributor would save us valuable time searching. Visiting a Builders Merchant would enable you to choose a brick. The cost per 1000 bricks (including delivery to site) will be included within your order. Should you choose a handmade brick or a brick with a delivery or minimum charge, there may be an additional cost incurred. Brick matching is not guaranteed.

Prior to the Surveyor's visit, mark upon your order where you would like any electrical sockets, lights or heating (if applicable), you may have to plan these around existing or new furniture.

With complicated structures or with any doubt on our part over exact brickwork detail, we will create the base prior to ordering the main conservatory structure. It is obviously in our interest to complete your order as soon as possible but it must also be correct.

Your order may state how many skips we plan to use. We cost the quantity as accurately as possible. Should we require an additional skip because of additional skip waste or waste you wish to dispose of, additional skips will be charged at cost price. Skips are best sited on your drive or garden. Any paving slabs lifted can be set aside for your reuse if requested. Lead flashing are continuous where against brick and will only be installed stepped at the Surveyors discretion and there may be an additional charge.

## OUR GUARANTEE TO YOU

Will commence from the date we complete your installation and once your final payment has been received. Late payments can result in loss of guarantee rights. Your products generally carry a 10 year guarantee (except for hardware tarnishing & or pitting, silicon, brass items & electrical works.) But please refer to your terms & conditions that list inclusions & exclusions agreed. To retain your guarantee, you are required to undertake regular simple maintenance, as detailed within our User Guide (copies available upon request, or on our website in the download section).

We are unable to claim costs against the manufacturer for faults caused through neglect, abuse or failure to maintain a product. In these instances, we would be forced to charge the customer for any necessary repairs.

## I HAVE A PROBLEM!

Telephone **ABBEY** on (0118) 956 6866 and request a 'Service Call' for any faults concerning either materials or labour and we will, if required, visit to rectify the fault. do not attempt to rectify the fault yourself without first contacting **ABBEY**. Minor adjustments can often be explained over the phone without a need for a site visit. Service Calls are usually carried out on a weekday. Fortunately, we do not have sufficient Service Calls to warrant employing a full time service engineer. Service Calls are normally handled by staff between jobs or saved to provide a full days work. Some service calls may not be covered by your guarantee and therefore may be chargeable.

## I HAVE BROKEN A WINDOW!



No Problem. - We keep accurate glass sizes for every pane of glass you order. If you ring us with the window and glass location, we can often make and install replacement glass within 24 hours. Broken glass can often be claimed against your Buildings Insurance. If you obtain a written instruction for us to do so and naming Abbey, we can invoice them direct. Otherwise, we will require payment from you and issue a receipt that you can use to make a claim against your insurance with. You may have to pay any excess on your insurance claim.



## COLOUR COMBINATIONS

Your order will be created from different materials from different suppliers. Exact colour matches between different materials are not guaranteed and you should request samples should you have any concerns. For example the white panel inside that creates a decorative effect to a front door is a different material to the door itself and a decorative Symphony door differs from that of the frame it is inserted into. Also, composite door coverings differ slightly in colour and finish to that of the frame it closes into.

## GLASS

Energy saving glass has a light coating to the surface. Although every care is taken, marks can easily occur during manufacturing (these surfaces are inside the unit and not at risk once made). Combined with the fact that glass is a soft and easily damaged product, we have decided to follow GGF (Glass & Glazing Federation), and BS (British Standards) guide to the quality of glass. This generally stipulates that glass is designed to look through and not at. Any marks of any size within 50mm of an edge, or less than 25mm in length, or 25mm x 25mm in area, are deemed to be acceptable. No mark should be highly visible when viewed from 3 metres away.

*Descriptions:*

### SASH BOX REBUILD (SBRB)

This is when we remove the whole of the sash box window and install a new window without leaving any part of the original sash box in place. We will make good the plaster works area immediately adjoining the window to interior and apply mortar to the exterior.

### SASH BOX RELINE (SBRL)

This is where we leave the sash box in place and remove the sliding sashes. After installing the new window we cover all of the timber to the outer perimeter of the window and install a flat pvc liner to the inner reveal of the sash box.

NB: Exact finishing details are at the discretion of Abbey. Any specific needs should be discussed with the Surveyor and then put in writing.

### BRICKWORK REMOVAL (BWR)

Unless stated otherwise, we will disc cut through bricks. The alternative is to 'tooth' bricks, which involves removing, cleaning and replacing existing bricks, leaving no disc cut edges to bricks. This takes considerably longer and will incur an additional cost.

## OTHER RELEVANT POINTS

We work to GGF (Glass & Glazing Federation) optical quality standards for glass.

All glass and glazing will be carried out to current British Standards. **ABBEY** staff will work in accordance with our Sales, Installation and After Sales Charters.

We will require an electrical and water supply.

Downpipes (unless stated) are connected to ground surface only.

The exact layouts of leaded glass or Georgian Bars will be at the discretion of Abbey, unless you have stated on your order that you wish to view these before we produce your order. Be aware, the process of you approving designs may delay your order.

When installing your order, should we find any additional works, which are not covered by your order (eg: perished leadwork, or rotten timber), we will bring it and any cost implications to your immediate attention. This is not an opportunity to inflate prices and will not be exploited, as such, only policy informing you of ALL the relevant facts.

If you have any questions before or during your installation,  
please do not hesitate to contact us.

**HELP - 0118 956 6866**

Finding new customers can be expensive. Historically, Abbey's biggest source of work has been existing customers and recommendations. This helps us to keep prices down for all by avoiding expensive advertising.

If you have been pleased with your purchase, I would ask that you recommend us to others and help to keep us busy.

Also, taking time to complete and return the Customer Questionnaire helps allow you to praise staff members, or provide comments as to how you think we can improve our service.

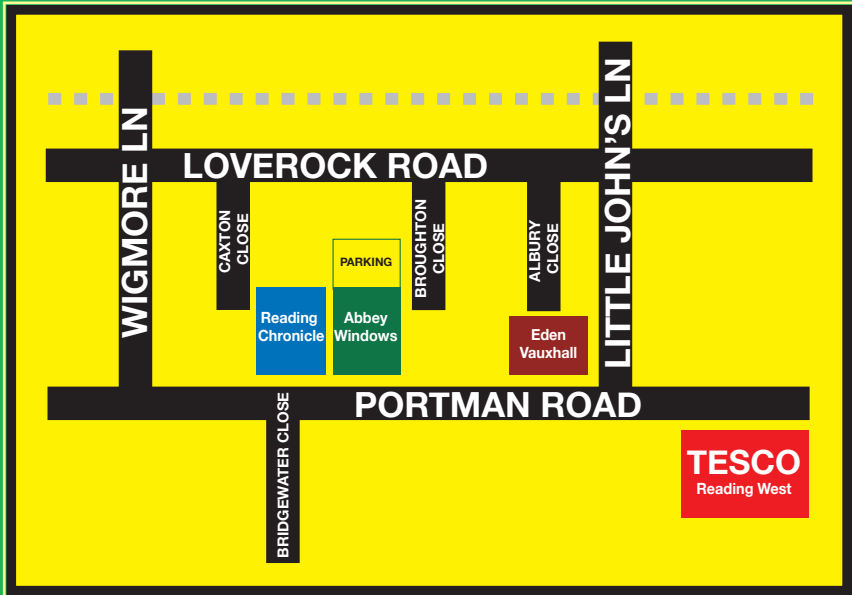
Abbey is a team effort with many people working hard to ensure your dreams and expectations become reality. If you are happy with the service and products you receive, please complete the Customer Satisfaction Sheet to tell us so. Likewise, let us know if there is any way, you feel we can improve ourselves.

.....want more information

**visit [abbeywindows.co.uk](http://abbeywindows.co.uk)**

where we will endeavour to keep our customers updated of products and services.

# HOW TO FIND US



## Abbey Windows

(Thames Valley) Ltd  
trading as Abbey Windows

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Reading RG30 1EA

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Fax: 0118 951 2225

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email: [info@abbeywindows.co.uk](mailto:info@abbeywindows.co.uk)