

HAYLING GLAZING & CONSERVATORIES



~ 02392460184 ~ info@haylingglazing.co.uk ~

Thank you for requesting a quote. Some house keeping with regards to our quotations.

When we provide a quote it will either be with sizes taken by our sales team/ surveyor or rough sizes provided by the customer. These sizes will be listed on our quote. Should you wish to proceed with our quote we require a 20% deposit and on most occasions a site survey will be required before we can place your order. At this survey all measurements and specification will be doubled checked. Any changes of size within a 10mm tolerance will not alter your quote but changes to specification i.e. style of product, hardware etc. will increase/decrease the original quote. Sizes on our quotes are shown as overall measurements including frame, cill, add ons, couplers etc. unless otherwise specified.

If there has been any price altering changes from what we originally quoted then we will send you an updated quote alongside your deposit invoice. We ask that you check all the details before paying your deposit. Payment of your deposit is confirmation that you agree to the design and measurements listed on your most recent quote. All deposits are non-refundable.

Once we receive your deposit there is a 7 day cooling off period should you change your mind. If you decide to cancel this must be done in writing/ email within that period. Any items that have already been purchased by Hayling Glazing Conservatories Limited exceeding the deposit amount will be chargeable.

The balance of your work is due upon installation. Unless otherwise requested your invoice will be sent to you via email. We make every effort to ensure the work is of the highest standard. If you are not satisfied for any reason please inform one of our fitters whilst they are on site or contact us as soon as possible. We remind you that delaying payment of the works will not resolve the issue quicker if you have any discrepancies then our policy invites you to settle 90% of the balance and retain 10% until any issues are resolved upon which the final 10% will be due.

Your installation will be registered with FENSA and our IBG provider Home Pro (where applicable) once the balance has been paid. Both companies will then contact you directly.

Any further questions please contact us.