

1. Throughout these terms and conditions "Coastal Windows & Conservatories (UK) Ltd." shall be called "Coastal", also the "Purchaser" shall be called the "Customer".
2. All terms of the Contract between the Customer and Coastal are contained in this document. No representations or promise, oral or in writing shall be binding on Coastal unless confirmed in this document. No variation of this contract or any terms thereof shall be effective or binding unless agreed in writing under the signature of a duly authorised officer of Coastal.
3. The company agrees to carry out the works at the price specified in this agreement, subject to surveyors approval of the feasibility of the works and the correctness of the price. Following any survey which reveals significant unforeseen additional work required at an extra cost to you or your property beings unsafe or unsuitable for the work to be carried out, both you and we have the right to cancel the contract. In the above event you will be provided with the details of the findings any deposit will be returned to you less any reasonable cost incurred by us. Whilst Coastal undertakes to make every effort to cost the whole contract upon sale it is sometimes not apparent until a later stage of the order or installation that extras to the contract may be required in this event Coastal will charge at their current day rate for labour plus any material used etc.
4. Planning Permission / building regulation is the responsibility of the customer, Coastal will not be held liable for any cost, expense, loss or claim arising as a result of the customer not getting planning permission / building regulation or any other statutory approvals that may be applicable.
5. Should Coastal undertake a planning application on the customer's behalf and that application is refused your deposit will be refunded less all costs incurred by the company and their representatives.
6. The customer shall grant Coastal uninterrupted access at all reasonable time to allow Coastal to carry out the survey, installation and completion of the contract. We do not pay compensation for loss of earnings. The customer shall be responsible for ensuring that the working area is free from obstruction of furniture and any valuable items. The customer agrees to make sure that on the survey date the customer or the customer's representative is present to sign the survey.
7. The Customer agrees that within this contract Coastal is not subject to or bound by specific time scales or penalties of programme completion. Coastal will complete the installation in the best possible time scale for allowing for external influences and internal procedures. We shall not be liable for any delay in the completion of the work which arises from causes beyond our control. When various trades' people are being used on an installation there may be a delay between each trades person. Coastal will not accept liability for minor decoration or ceramic tile damage around the working area however in an event where this might happen we will make good with PVC finishing trims. The customer's existing plaster and render to all levels must be in good sound condition otherwise some costs may be incurred once the installation commences.
8. The balance of monies due in respect of the installation shall be paid on completion of the installation to the company's installer, who is authorised to accept cash, cheque or finance documents.
9. Coastal reserves the right to reduce the term of any guarantee which may be applicable to any contract where there has been unnecessary delay in settlement of the completed contract.
10. All uPVC windows and door frames are guaranteed against any failure in the welded joint and distortment for ten years' other products guarantee periods may vary; a full copy is available on request. Coastal do not offer an emergency call out service. Calls are normally dealt with within 21 days.

Consumer Code of Practice and Complaints.

11. You agree to notify us and give reasonable opportunity to remedy any complaint you may have. We will give you details of our complaints procedure.

We support the GGF Consumer Code of Practice as promoted by the Glass and Glazing Federation (GGF) and undertake to work within the guidelines of this and any other GGF Code of Practice. A copy of the Consumer code is carried by our representative and/or is available at our Head Office. In the case of any dispute arising we will provide details of the GGF's Conciliation Scheme (www.tgas.org.uk) administrated by the Centre for Effective Dispute Resolution.

12. Deposits - information about the scope of the operation of the GGF Deposit Indemnity can be obtained from GGF Fund Limited, 54 Ayres Street, London, SE1 1EU.

Notice of the right to cancel

13. You have the right to cancel this contract if you want to; Products such as windows which are made to measure and made to your specific requirements are exempt from the right to cancel under the Consumer Contracts (Information, cancellation and additional charges) Regulations 2013. However in accordance with the GGF Consumer code of Good Practice we provide you with a right to cancel without charge up to 7 calendar days after the date of

the contract.

14. Nothing in these conditions will reduce your statutory rights relating to faulty or mis-described goods and services. For further information about your statutory rights contact your Local Authority Trading Standards or Citizens Advice Consumer Service.

NOTICE OF THE RIGHT TO CANCEL

If the customer cancels the contract otherwise than in accordance with these terms and conditions for made to measure products the company reserves the right to charge the following, which represents the losses and expenses incurred by the company prior to cancellation;

- 25% of the overall contract price where the customer cancels prior to survey
- 30% of the overall contract price where the customer cancels after the commencement of the survey but prior to manufacture
- 80% of the overall contract price where the customer cancels after the commencement of manufacture but prior to installation

Products which are not made to measure - in addition to the right to cancel without charge up to 7 calendar days from the date of the contract; you have the right to cancel the contract up to 14 calendar days after the date of delivery. However, you agree that the survey, erection of any access equipment and installation work for such products may start before the end of this 14 day cancellation period. If you cancel we will collect the products delivered but not installed and we will charge you our reasonable costs of collection. We will also charge you our reasonable costs for the survey, access equipment and installed products any costs to return goods to our suppliers, any goods that are non-returnable will be chargeable. All standard cost for survey will be charged at 5% of the overall contract price. Those surveys that have required Auto CAD drawings such as Kitchens or conservatories will be charged at a rate of 7.5% of the overall contract price.