

TRADE SUPPLY TERMS & CONDITIONS

1. Trade terms and conditions between the transfer of goods between WinRem Ltd and The Customer.
2. The Customer is the person purchasing and is responsible for all measurements and designs provided.
3. The information which is contained on this website is for general guidance only. WinRem Ltd makes every effort to ensure that the information and advice on this website is accurate, it is not comprehensive. The information and advice offered on this website should not be relied upon, and expert advice should be sought from an appropriate professional.
4. WinRem Ltd reserves the right to change or update any website content, prices or products at any time without prior notice.
5. Imagery used on the website is for illustrative purposes only. The colour and appearance of actual products may differ from those items shown on the website. All images, descriptive matter, specifications and advertising on our website are for the sole purpose of giving and approximate description of the goods. All information on the website should be accurate and as up to date as possible. However, WinRem Ltd cannot guarantee the reliability, or the accuracy of the information contained within its pages. All the actions taken by the user of the website are the responsibility of the individual.
6. All prices are subject to change without prior notice.
7. WinRem Ltd is under no obligation to provide the product to the Customer at the incorrect or lower price even after WinRem Ltd have sent the Customer any order confirmation correspondence.
8. All dimensions are to be supplied in Metric.
9. All designs are as viewed from the Outside.
10. Any sizes provided should include the frame, cill, any frame extenders/and-on's and couplers required.
11. Orders can be placed by phone on 01634 264490, by email at trade@winrem.co.uk or by post/in person at WinRem Ltd, Unit 4, Invicta Business Centre, Bredgar Road, Gillingham, Kent ME8 6PG. Before submitting your order, please ensure that you have read these Terms and Conditions. If you are unsure about any part of these Terms and Conditions, please contact WinRem Ltd for clarification.
12. Upon receipt of your order and payment, confirmation will be emailed or posted to the Customer for checking.
13. All goods must be paid for in full prior to the manufacturing process. We accept all major credit and debit cards. Upon order the Customer must provide WinRem Ltd with an exact billing and delivery address and telephone number and the address the debit/credit card is registered to. Incorrect information will cause a delay in processing the order.
14. Please take time to ensure our interpretation of your order is correct as stated on your invoice. The responsibility rests with the Customer to notify WinRem Ltd of any misinterpretations or omissions made. If the order is correct, there is no need to reply. If any details are incorrect please inform WinRem Ltd immediately on 01634 264490 AND by replying to the email confirmation with the missing/incorrect information. WinRem Ltd will then issue a revised confirmation.
15. WinRem Ltd will only accept changes to orders if there is still enough time during the manufacturing process to allow this. If the changes can be made WinRem Ltd will inform the Customer of any changes to the price in writing.
16. WinRem Ltd reserves the right to cancel any order without prior notice. WinRem Ltd will write and tell the Customer about any cancellation within 10 working days of WinRem Ltd receiving the order. If WinRem Ltd cancels the order, WinRem Ltd will refund the amount in full and will have no further liability to the Customer.
17. In the event a product is listed at an incorrect price due to a typographical error or error in pricing information, WinRem Ltd shall have the right to refuse or cancel any order whether-or-not the order has been confirmed. If payment has been made and WinRem Ltd subsequently cancels the order, WinRem Ltd will issue a credit to the value of the incorrect price (including delivery charges).
18. All products are subject to availability and may be withdrawn at any time. If the goods are not supplied for any reason WinRem Ltd will not charge the Customer for these and WinRem Ltd will refund any money paid for them. WinRem Ltd will not be responsible for compensating the Customer for any other losses if the goods are not supplied.
19. The order can be cancelled but as all windows/doors are made to the Customer's specific requirements and cannot be re-sold, all costs incurred by WinRem Ltd up to the point of cancellation including but not limited to manufacture of the goods will be chargeable.

20. Please ensure that all information that is provided to WinRem Ltd is correct and accurate. WinRem Ltd cannot accept the return of any bespoke goods due to incorrect information provided by the Customer.

21. If you receive goods that are damaged or faulty, WinRem Ltd will give the Customer appropriate options that may include a repair, replacement or partial refund. WinRem Ltd will require photographic evidence to illustrate the damage or fault. If WinRem Ltd is not given a reasonable opportunity to rectify any defect, the Customer will not be reimbursed should the Customer choose to rectify the defect themselves or through a third party.

22. Any time or date specified by WinRem Ltd as the time at which or date on which goods will be delivered is given in good faith but is given as a provision only and WinRem Ltd shall not be liable for any loss, damage or expense arising from delay in delivery and/or installation.

23. WinRem Ltd generally offers a 5-30 working day lead-time. WinRem Ltd will do all it reasonably can to meet the delivery period advised to the Customer. In the case of unforeseen circumstances beyond WinRem Ltd's reasonable controls such as weather, traffic or machinery and vehicle breakdown, WinRem Ltd will contact the Customer and agree an alternate date. WinRem Ltd will try its best to meet the outlined delivery schedule but shall not be responsible for any failure to deliver ordered products within these stated time frames.

24. Our delivery team will aim to contact you 24-48 hours before the date of delivery to confirm whether your delivery will be AM or PM.

25. If WinRem Ltd cannot deliver because the Customer is out or WinRem Ltd cannot deliver to the curb side, WinRem Ltd may change for redelivery. The Customer does not have to be present at time of delivery however WinRem Ltd would require permission to deliver in the Customer's absence.

26. Upon delivery, the Customer will be required to inspect the goods delivered and sign for receipt in good condition. The delivery contractor will not take away packing material and in any case it is essential that you retain this should the goods need to be returned.

27. If an item is defective or damaged before or on delivery, WinRem Ltd will replace it free of charge. This is in addition to the manufacturer's guarantee.

28. It is the Customer's responsibility to sign for the correct number of items as shown on the delivery note. Any shortages must be notified to WinRem Ltd within 48 hours from delivery. It is the Customer's responsibility to notify us of any incorrect goods supplied within 48 hours. WinRem Ltd will not accept liability for goods lost in transit unless WinRem Ltd are notified within 48 hours from the expected delivery date.

29. Risk in the goods passes from WinRem Ltd to the Customer upon delivery whether or not a signature of receipt has been obtained.

30. It is recommended by WinRem Ltd that the Customer does not book installation of goods until the order has been received and checked.

31. Please check your goods to ensure they are correct size and style and operate correctly. Please do not begin the installation if you are unhappy with any part of the supplied item.

32. Any shortages or damages must be reported within 48 hours of delivery. Any items reported missing or damaged after this time will be deemed as chargeable.

33. The Customer will allow WinRem Ltd a reasonable amount of time to arrange the delivery of new parts prior to the installation. In this instance, reasonable time would typically be within one to two weeks assuming that the replacement parts are in stock. However, if WinRem Ltd has to order the parts to be manufactured then the time frame will be longer.

34. WinRem Ltd cannot accept the return of goods that are damaged after delivery where this is due to the negligence of the Customer, the Customer's installation contractor or other third party.

35. Always check the size of your new framework against your old frame before removing the frame.

36. A product cannot be returned when it is subsequently found to be unsuitable for any reason such as (but not limited to): 36.1 The dimensions of the product are too large/small to fit in the intended opening due to Customer's measurements. 36.2 The product is in poor working order due to improper handling by the Customer. 36.3 The product is no longer required by the Customer.

37. The manufacturer, not WinRem Ltd, provides the guarantees for goods. The manufacturers' guarantee for the UPVC windows and composite doors are as follows:

i) On white PVCu profiles a ten year guarantee from date of delivery as to shape, dimension and colour fastness.

ii) On woodgrain PVCu profiles a ten year guarantee from date of delivery as to shape, dimension and colour fastness.

iii) On insulating glass units a ten year guarantee from date of delivery against failure or material breakdown arising from faulty workmanship, but excluding liability for any glass imperfections or variation inherent in the glass-making process and of any coloured interference bands (sometimes known as "brewsters fringes") occasionally seen in glass. Please refer to G.G.F class guidelines.

iv) On composite door sets a 10-year warranty against delamination, sealed unit failure and UV degradation due to defective design, manufacture or materials.

v) On hardware on all PVCu windows and composite doors a one-year guarantee from date of delivery. On brass furniture no warranty can be provided for the performance of brass furniture which is subject to pitting and tarnishing.

vi) Warranty will commence on the date of supply of the original item. Any replacement item shall only be warranted for the remaining unexpired period of the original warranted item and NOT from the replacement date.

Providing that these are notified in writing immediately it is known to buyer and within the respective guarantee period.

The above warranties are given subject to the following conditions:

i) That the seller shall be under no Liability in respect of any defect in the goods arising from any drawings, designs or specification supplied by buyer.

ii) That the seller shall be under no liability in respect of any defect arising from fair wear and tear, wilful damage, negligence, unsuitable storage or handling or treatment prior to use, misuse, or alteration or repair of the goods in any way after delivery.

iii) That the seller shall be under no liability in respect of any defect in the goods arising from poor installation in the first instance or lack of regular maintenance ensuring that all moving parts are kept in good repair.

iv) The above guarantees are not applicable if the total price of the goods has not been paid by the due payment date.

v) All replacement goods supplied will be issued on a free of charge basis and WinRem Ltd will not be responsible for the cost of re-installation or materials or for any consequential loss or damages caused to the Customer.vi) Only applicable for items supplied inside the United Kingdom and Republic of Ireland.

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