

TERMS AND CONDITIONS

The Contract

- We, Hanney Glazed Limited a company registered in England and Wales under number 10459419 whose registered office is at 3 Brookside, East Hanney, Oxon. OX12 0JL (we or us) to the person buying the services (you).
- You are deemed to have accepted these Terms and Conditions when you accept our quotation or from the date of any performance of our services (which ever happens earlier) and these Terms and Conditions and our quotation (the Contract) are the entire agreement between us.
- You acknowledge that you not relied on any statement, promise or representation made of given by or on our behalf. These conditions apply to the Contract to the exclusion of any other terms that you try to impose of incorporate, which are implied by trade, custom, practise or course of dealing.

Services

- We warrant that we will use reasonable care and skill in our performance of the Services which will comply with the quotation, including any specification in all material respects.
- We can make any changes to the Services which are necessary to comply with any applicable law or safety requirement, and we will notify you if this is necessary.
- All of these Terms and Conditions apply to supply of any goods as well as Services unless we specify otherwise.

Your obligations

- You must obtain any permissions, consents, licenses or otherwise that we need and must give us with access to any and all relevant information, materials, properties and any other matters which we need to provide the Service
- If you do not comply with the above, we can terminate the Services
- We are not liable for any delay or failure to the Services if this is caused by your failure to comply with the provisions of this section (Your obligations)

Deposits and Final Payments

- Our fees for the Services are set out in the quotation and are on a time and material basis.
- You must pay us for any additional services provided by us that are not specified in the quotation. As agreed with Hanney Glazed Limited (us) and our customer (you) as an additional service(s).
- A deposit of 25% of the full quotation amount including VAT has to be paid, this secures an agreed date for our Services. If you do not pay the Deposit to us accordingly we can either withhold provision of the Services until the Deposit is received or can withdraw agreed starting date.
- The deposit is non-refundable unless we fail to provide the Services and are at fault for such failure (where failure is not our fault, no refund will be made).

Cancellation and Amendment

- We can withdraw, cancel or amend a quotation if it has not been accepted by you, or if the Services have not started, within a period of 30 days from the date of the quotation (unless the quotation has been withdrawn)
- Wither we or you can cancel an order for any reason prior to your acceptance (or rejection) of the quotation.
- If you want to amend any details of the Services you must tell us in writing as soon as possible. We will use reasonable endeavours to make any required changes and additional costs will be included in the fess and invoiced to you.

Payment

- We will invoice you for payment of the remaining total when we have completed the Services.
- All payments are due upon completion of the requested works.
- If a payment is not received or payment method is declined, the buyer forfeits the ownership of any products supplied and installed by Hanney Glazed Limited.
- Receipts for payment will be issued by us only at your request.
- Payments must be made in British Pounds via On-Line Banking or Over the Counter Credit (cheques are accepted only when essential).

Sub-Contracting

- We can at any time assign, transfer, subcontract or deal in any other manner with all or any of our rights under these Terms and Conditions and can subcontract or delegate in any manner or all our obligations to any third party.
- We will communicate at all times if any sub-contracting is required within the Services.

Termination

- We can terminate the provision of the Services with immediate effect if you:
 - a) commit a significant breach of your obligations under these Terms and Conditions: or
 - b) fail to make pay of any amount due under the contract on the due date for payment.

Liability and indemnity

- Our liability under these Terms and Conditions, and in breach of statutory duty, and in wrongdoing or misrepresentation or otherwise, shall be limited as set out in this clause.
- The total amount of our liability is limited to the total amount of costs payable by you under the Contract.
- We are not liable (whether caused by our employees, sub-contractors or otherwise) in connection with our provision of the Services or the performance of any of our other obligations under these Terms and Conditions or the quotation for:
 - a) any indirect, special or consequential loss, damage, costs or expenses; or
 - b) any loss of profits; loss of anticipated profits; loss of business; loss of data; loss of reputation or goodwill; business interruption; or other third-party claims; or
 - c) any failure to perform any of our obligations if such delay or failure is due to any cause beyond our reasonable control; or
 - d) any losses caused directly or indirectly by any failure or your breach in relation to your obligations; or
 - e) any losses arising directly or indirectly from the choice of Services and how they will meet your requirements or your use of the Services or any goods supplied in connection with the Services.
- You must indemnify us against all damages, costs, claims and expenses suffered by us arising from any loss or damage to any equipment (including that belonging to third parties) caused by you or your agents or employees.
- Nothing in the Terms and Conditions shall limit or exclude our liability for death or personal injury caused by our negligence, or any fraudulent misrepresentation, or any other matters of which it would be unlawful to exclude or limit liability.

Circumstances beyond a party's control

- Neither of us is liable for any failure or delay in performing our obligations where such failure or delay results from any cause that is beyond the reasonable control of that party. Such causes include, but are not limited to: power failure, industrial action, fire, flood, storms, governmental action or any other event that is beyond the control of the party in question. If the delay continues for a period of 90 days, either of us may terminate or cancel the Services to be carried out these Terms and Conditions.

Warranty & Insurance Back Guarantee

- Hanney Glazed Limited provide a 'Limited Warranty'
 - a) What is Covered:
 1. Defects in materials and workmanship in the products supplied and installed.
 - b) What is Not Covered:
 1. Any damage caused by the owner modifying, attempting to fix, or otherwise altering the product supplied and installed by Hanney Glazed Limited.
 2. This also does not warrant the product supplied won't become obsolete at some point in the future.
 - c) How Long Does the Coverage Last?
 1. The warranty last for ten (10) years from the date of installation and completion by Hanney Glazed Limited.
 2. You will also receive a warranty from the supplier of the product installed this is a minimum one (1) year and maximum twenty-five (25) years from the date of installation.
 - d) Who is Covered:
 1. Only the original purchaser of supplied and installed product. The warranty is not transferable to subsequent owners or purchasers; unless gifted by the original purchaser and agreed with Hanney Glazed Limited.
- We have been vetted by the Consumer Protection Association, our company membership number is 3304 and our license expires on 8th May 2021 – the scheme protects our customers from the point of completed installation and up to 10 years thereafter.

General Data Protection Regulation (GDPR)

- Hanney Glazed Limited holds and stores in hard as well as electronic formats on site. The data held has been obtained in a business to business purpose in order to complete contracts. The personal data we hold includes names, email addresses and phone numbers. None of this data is sold and is only shared for the sole purpose of completing orders.

Complaints

- Any complaints about our services please email hanneyglazed@gmail.com or contact 01235 869101. There is no guarantee to resolve everything however we promise to accommodate to the best we can.

Legalities

- These terms and conditions are subject to change.