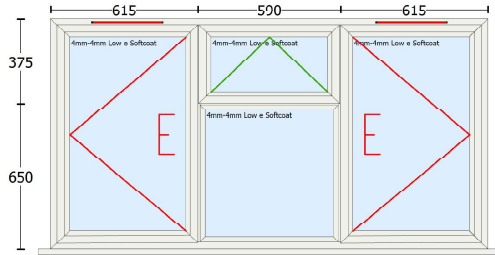


Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



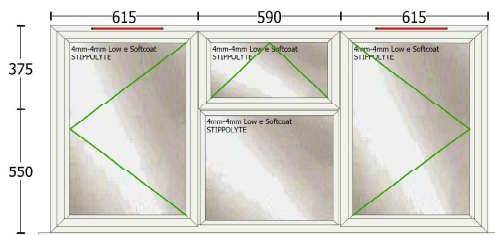
Location and frame size:	Rear bed 36 1820mm x 1050mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	White Standard
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Required - White UPVC TV5000 Trickle vent
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat Clear White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	Use existing windowboard
Internal liners / architrave:	None
Remove tiled cill:	No

Notes:

Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



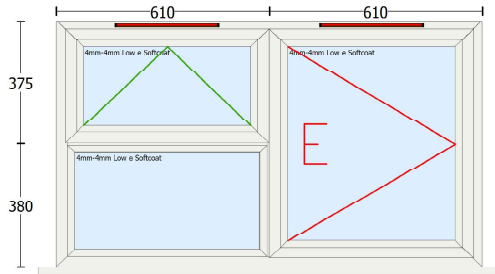
Location and frame size:	Rear bath 36 stipp 1820mm x 950mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	White Standard
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Customer to Fit Alternative - White UPVC TV5000 Trickle ven
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat STIPPOLYTE White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	Use existing windowboard
Internal liners / architrave:	None
Remove tiled cill:	No

Notes:

Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



Location and frame size:	Rear loft dormer 36 1220mm x 780mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	White Standard
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Required - White UPVC TV5000 Trickle vent
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat Clear White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	Use existing windowboard
Internal liners / architrave:	None
Remove tiled cill:	No

Notes:

Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



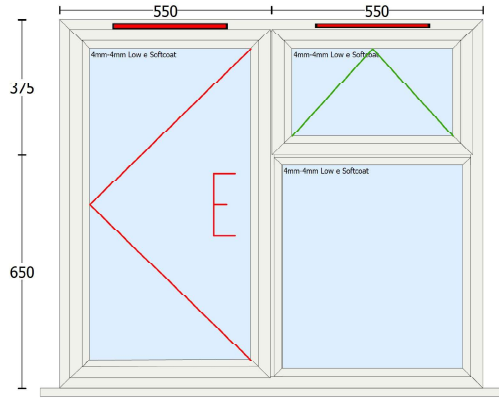
Location and frame size:	Rear side aspect 36 2410mm x 1260mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	White Standard
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Required - White UPVC TV5000 Trickle vent
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat Tough STIPPOLYTE White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	Use existing windowboard
Internal liners / architrave:	None
Remove tiled cill:	No

Notes:

Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



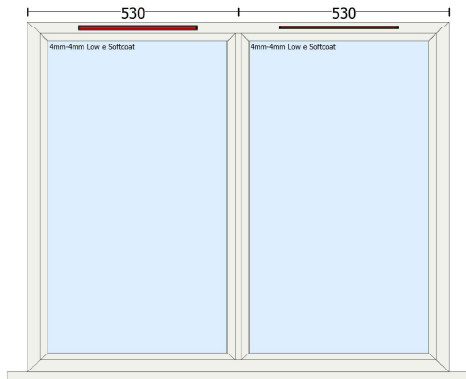
Location and frame size:	Rear bed 38 1100mm x 1050mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	White Standard
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Required - White UPVC TV2500 Trickle vent
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat Clear White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	Use existing windowboard
Internal liners / architrave:	None
Remove tiled cill:	No

Notes:

Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



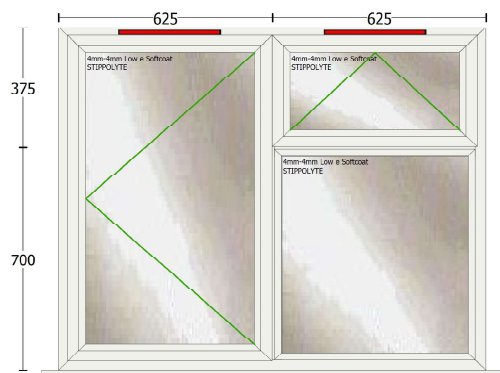
Location and frame size:	Rear bed side 38 1060mm x 970mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	Not applicable Not applicable
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Required - White UPVC TV2500 Trickle vent
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat Clear White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	Use existing windowboard
Internal liners / architrave:	None
Remove tiled cill:	No

Notes:

Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



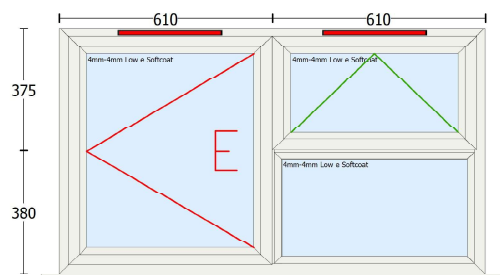
Location and frame size:	Rear was bath 38 1250mm x 1100mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	White Standard
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Required - White UPVC TV2500 Trickle vent
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat STIPPOLYTE White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	Use existing windowboard
Internal liners / architrave:	None
Remove tiled cill:	No

Notes:

Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



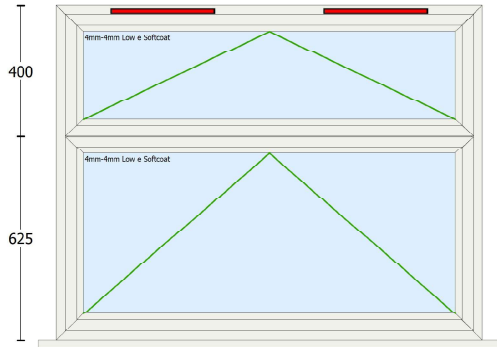
Location and frame size:	Rear loft dormer 38 1220mm x 780mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	White Standard
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Required - White UPVC TV2500 Trickle vent
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat Clear White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	Use existing windowboard
Internal liners / architrave:	None
Remove tiled cill:	No

Notes:

Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



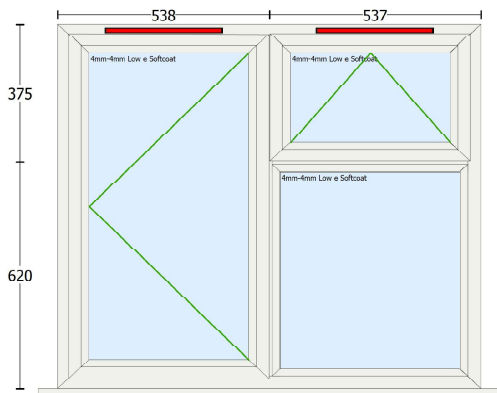
Location and frame size:	Kitch rear aspect 38 1220mm x 1050mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	White Standard
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Required - White UPVC TV2500 Trickle vent
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat Clear White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	Use existing windowboard
Internal liners / architrave:	None
Remove tiled cill:	No

Notes:

Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside

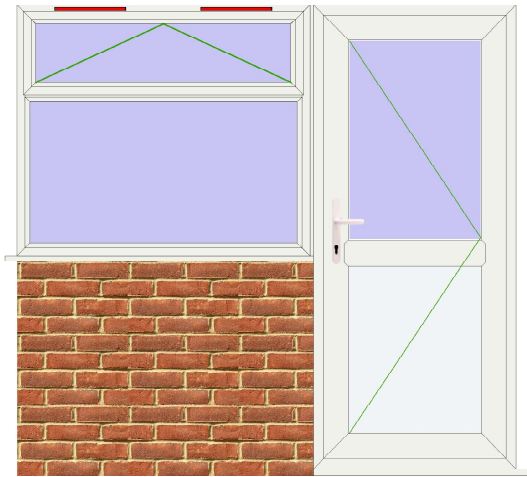


Location and frame size:	Rear back room 38 1075mm x 1020mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	White Standard
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Required - White UPVC TV2500 Trickle vent
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat Clear White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	Use existing windowboard
Internal liners / architrave:	None
Remove tiled cill:	No

Notes:

Combination frame - see below for individual frame components

SPEC. CONFIRMED: ☐



2080mm w x 1960mm h

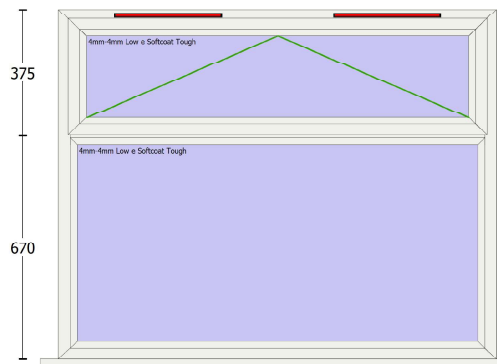
Internal windowboard:	Use existing windowboard
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Internal liners / architrave: None

Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



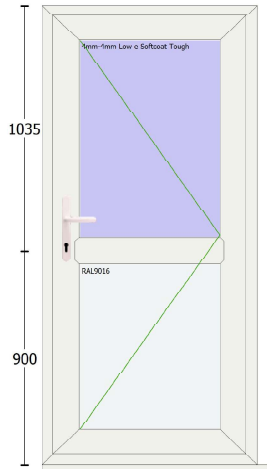
Location and frame size:	Kitchen flag 36 1235mm x 1070mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	White Standard
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Required - White UPVC TV2500 Trickle vent
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat Tough Clear White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	
Internal liners / architrave:	None

Notes:

Aluminium Residential Door Open Out - AirMOD Internally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside

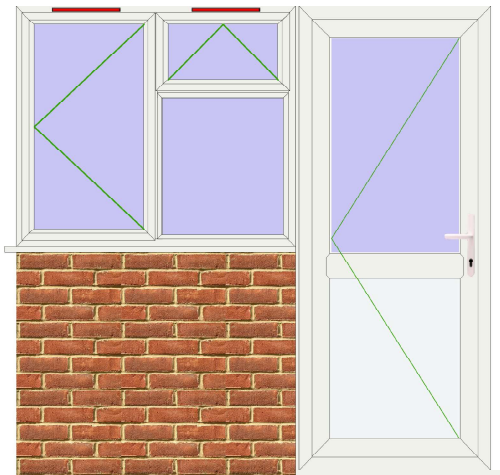


Location and frame size:	Kitchen flag 36 845mm x 1960mm		
Frame/Sash	Internal/Mechanical Joints	Contemporary	
Equal glass widths:	No		
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white		
Opening:	Open Out - Hinged		
Frame Type	Standard - 28mm Glazing bead		
Threshold	Standard		
External Cill	RAL 9016 - Traffic white 150mm with horns		
Sash Ext/Internal Finish:	RAL 9016 - Traffic white/RAL 9016 - Traffic white		
Locking/Handle type:	Lever/lever - Lever/Lever - Standard 40/60 cylinder		
Hinges	White		
Dog bolts			
Slimline restrictor	With Restrictor		
Bead/Glass Lock Clips	28mm Glazing		
House Number	Not Required		
Marine finish	No		
Room ventilation	Coupled Frame	Finishing Trims	Externals
Letterplate:			
Glazing unit makeup:	4mm-4mm Low e Softcoat Tough Clear White spacer		
Door Knocker:			
Brickwork:	Not applicable		
Plastering:	Not applicable		
Scalloped lead under window:	Not applicable		
Internal threshold board:			
Internal liners / architrave:	None		

Notes:

Combination frame - see below for individual frame components

SPEC. CONFIRMED: ☐



Internal windowboard:	Use existing windowboard

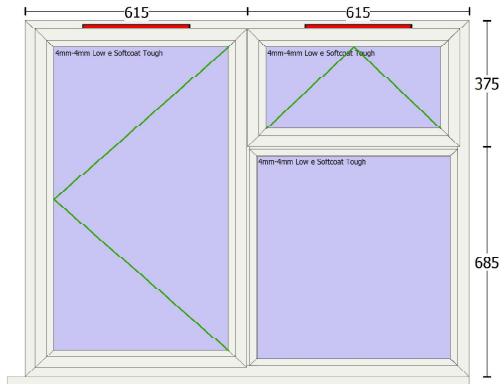
Internal liners / architrave: None

2090mm w x 2070mm h

Aluminium Casement window AirMOD Externally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



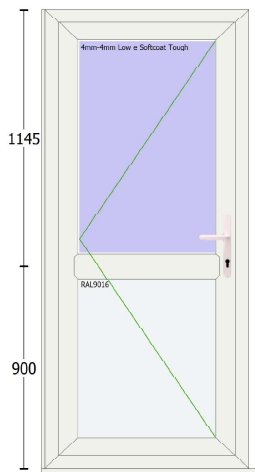
Location and frame size:	side aspect kitch 38 1230mm x 1085mm
Frame/Sash:	Internal/Mechanical Joints
Equal glass widths:	Yes
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Outer Frame:	Deep
Transom:	Standard
Mullion:	Standard
Sash:	Contemporary
Sash Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Handle:	White Standard
Bead Type:	28mm Glazing
Stay Guards:	
Glass Lock Clips:	Yes
External Cill:	RAL 9016 - Traffic white 150mm with horns
Marine finish:	No
Room ventilation:	Required - White UPVC TV2500 Trickle vent
Glazing Style:	
Glazing unit makeup:	4mm-4mm Low e Softcoat Tough Clear White spacer
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal windowboard:	
Internal liners / architrave:	None

Notes:

Aluminium Ali Open In Residential Door AirMOD Internally Glazed

SPEC. CONFIRMED: ☐

Viewed from outside



Location and frame size:	side aspect kitch 38 860mm x 2070mm
Frame/Sash:	Internal/Mechanical Joints Contemporary
Equal glass widths:	No
Frame Ext/Internal Finish:	RAL 9016 - Traffic white / RAL 9016 - Traffic white
Opening:	Open In - Hinged
Frame Type:	Standard - 28mm Glazing bead
Threshold:	Standard
External Cill:	RAL 9016 - Traffic white 150mm with horns
Sash Ext/Internal Finish:	RAL 9016 - Traffic white/RAL 9016 - Traffic white
Locking/Handle type:	Lever/lever - Lever/Lever - Standard 40/60 cylinder
Hinges:	White
Dog bolts:	
Slimline restrictor:	No
Bead/Glass Lock Clips:	28mm Glazing
House Number:	Not Required
Marine finish:	No
Room ventilation:	Coupled Frame Finishing Trims Externe
Letterplate:	
Glazing unit makeup:	4mm-4mm Low e Softcoat Tough Clear White spacer
Door Knocker:	
Brickwork:	Not applicable
Plastering:	Not applicable
Scalloped lead under window:	Not applicable
Internal threshold board:	
Internal liners / architrave:	None

Notes:

Terms and Conditions of The Schofields Group PLC

Introduction and Scope

1. Entire Agreement: This Contract constitutes the entire agreement between the Customer and the Company, superseding all prior discussions, agreements, or understandings, whether oral or written. No representations, statements, or warranties, whether express or implied, shall be binding on either party unless expressly confirmed in writing and signed by both the Customer and the Company.

2. GGF Code of Ethical Practice: The Company supports the GGF code of Ethical Practice as promoted by the Glass and Glazing Federation (GGF) and undertakes to work within its guidelines. A copy of the code is carried by the Company's representative and/or is available at the Company's Head Office.

Contract Formation and Cancellations

3. Conditional Surveyor's Report: The Contract is conditional upon a satisfactory detailed report by the Company's surveyor. Upon receiving its surveyor's report, the Company has the right by written notice to the Customer to cancel this Contract. If the Company does so, this Contract shall be cancelled in all respects, without liability on either side, except that the Company shall return the Customer's deposit straightaway without interest.

4. Notice of the Right to Cancel: You have the right to cancel this contract, subject to the terms outlined below. Products that are made to measure and tailored 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 within 7 calendar days from the date of the contract. For products that are not made to measure, in addition to the 7-day cancellation right, you may cancel the contract up to 14 calendar days after the date of delivery. By signing this contract, you agree that any necessary surveys, erection of access equipment, and installation work for such products may commence before the end of this 14-day cancellation period. If you cancel after installation work has started, we will collect the products delivered but not fully installed and will charge you reasonable costs for collection, any completed surveys, access equipment, and the value of any installation work completed up to the point of cancellation.

5. Post-Cancellation Procedures: In the event of cancellations received after the statutory seven-day period, the Company retains the discretion to accept or reject such a cancellation. If the Company agrees to the cancellation, an administration fee of up to 20% of the total order value may be charged, along with any material costs incurred by the Company up to the point of cancellation.

Pricing and Payment

6. Payment Terms: Our representative is authorized to accept a cheque or cash with this order as a deposit. Payment of the balance of the total cash price should be made to SCHOFIELDS GROUP PLC through the installer, who is authorized to receive payment on behalf of the Company. Payment of the balance is due immediately upon completion of the work. Should there be any defects caused during the installation or otherwise, the customer may retain up to 5% of the contract value until the defect has been rectified. All cheques must be made payable to the Company. If any payment or part thereof is made in cash, please obtain a receipt.

7. Late Payments and Interest: If any payment is not made on the due date, the balance will, without prejudice to any right or remedy available to the Company, become subject to interest on the amount unpaid at the rate of 1.5% per month.

8. Delayed Installation and Pricing Adjustments: If the Customer requests a delay in installation that extends beyond sixteen weeks from the date of the order, the price of the units may be subject to an increase to reflect the current market rates at the time of installation. The Customer is required to pay the adjusted price, which may be higher than the original contract sum, and cannot cancel the contract based on the price increase.

Once the order has been forwarded for manufacture and an installation date agreed upon, any request to rearrange the installation date must be made in writing and confirmed by the Company. If the Customer requests a delay after the order is in manufacture, the Customer will be liable for any administration costs incurred. If the manufacture cannot be delayed, the Company reserves the right to deliver the goods to the site as originally scheduled, where they will be stored until the new installation date. Once delivered, the goods become the full responsibility of the Customer, who must sign off on delivery and make any relevant stage payments. If the Customer cannot accept delivery, the Company can arrange storage at the Customer's expense, with the costs to be advised by the Company.

9. VAT Adjustments: The contract includes VAT calculated at the rate ruling at the date of the contract. In the event of an increase in the VAT rate between the date of the contract and the date of the supply, VAT payable on the final invoice will be at the rate ruling at the date of supply.

10. Contract Price and Calculation Errors: Contract Price is determined by Total Price. If the stage payments do not add up to the total price figure for any reason, this will be deemed a calculation error and will not affect the total price of the contract. Any specification changes agreed by both parties after the initial contract has been signed that result in a price variation will always be based on the Total price. Any deposits or incremental payments are classed as payments that need to add up to the total price due.

Delivery and Installation

11. Delivery and Access: The Customer will accept delivery and provide access at reasonable times to enable installation to be completed as soon as advised that the units are ready. If within twenty-eight days of such an advice, an appointment has not been fixed, the balance of the total cash price is then due and payable.

For direct to site deliveries all items will be palletised or on stillages, a telehandler will be required on site to unload. The Company will have an operative on site to oversee the unloading but the telehandler will be assumed to be provided by the client.

All protective packaging and wrapping from frames will be removed from site by the Company, excluding timber pallets which will be the responsibility of the Customer. Metal stillages will be collected from site after installation, we aim for this to be within two weeks of completion of the work.

12. Delays in Completion: If the work is not completed within the delivery period stated in the Contract, the Customer may serve written notice on the Company requiring that the said work be completed within such reasonable period as the Customer may specify (in general, the Company would accept six weeks as being reasonable). If the works are not completed within such an extended period, the Customer may cancel the uncompleted work covered by the Contract without penalty by the service of written notice to that effect upon the Company.

Notwithstanding the foregoing, the Company shall not be liable for any delay in the completion of the work which arises from causes beyond the reasonable control of the Company, and in the event that time has been made the essence of the Contract, shall not run during any period when the delay on that account is operating.

13. Installation Damage and Repairs: Where agreed, the Company will repair any damage caused during the installation to plaster, concrete floors, rendering, or brickwork immediately surrounding the installed windows or doors. However, the Company cannot guarantee an exact match to existing finishes, such as brickwork or render. Repairs will be carried out by the Company's installers. If specialist trades are required for specific tasks (e.g., matching specific renders), additional costs may apply. All such work is subject to the findings of the initial survey as detailed in Clause 3. The Company will not be responsible for any redecoration or reparation of flooring, tiling or work surfaces.

14. Installation in New Openings: When installing into newly created openings, all windows and doors will be adjusted, cleaned, and sealed at the time of installation. In the event of a delayed completion due to site work or other factors, the basic installation is to be signed off at this stage. You are required to be present to carry out an inspection of the windows/doors in order to confirm that the items are acceptable. Should you not be present, you will have 24 hours to report any marks or concerns over the condition of the frames or the glass. After this period, the Company will not accept any responsibility for reported damage, except for manufacturer or warranty issues.

15. Additional Labour or Equipment: If additional labour, access, or lifting equipment is required to complete your installation, the warranty will apply only to the product itself, in accordance with the remaining terms of this contract. Any costs associated with the hire of equipment, plant, or additional labour necessary for remedial work or replacement units will be charged to the Customer.

15. Additional Labour or Equipment: If additional labour, access, or lifting equipment is required to complete your installation, the warranty will apply only to the product itself, in accordance with the remaining terms of this contract. Any costs associated with the hire of equipment, plant, or additional labour necessary for remedial work or replacement units will be charged to the Customer.

Customer Responsibilities

16. Removal of Shutters, Curtains, and Pelmet: The Customer is responsible for the removal and replacement of any shutters, curtains, blinds, or pelmet necessary to facilitate the installation, unless this work is expressly included as an additional charge or service under this contract. While the Company will endeavour to carry out any such work as delicately as possible, it will not be responsible for any breakage or replacement parts that may be needed.

17. Permits for Work: The Customer is responsible for arranging any required permits to carry out the work at the property in line with the scheduled installation date. If the Company is required to arrange a permit on behalf of the Customer, the Customer will be liable for any costs incurred, plus an additional £75 + VAT administration fee. This includes, but is not limited to, parking, scaffold, and right-to-work permits.

18. Removal of Protective Film: Any product covered with a protective film at the point of installation will be the responsibility of the Customer for removal once building works are complete. The Company recommends that the film be removed within three weeks of being applied. Please note that the film can become difficult and time-consuming to remove after this period.

Product Features and Limitations

19. Surface Marks or Blemishes: Minor surface marks or blemishes may occur during the manufacture, delivery, and installation of windows and doors. The industry standard 3-metre rule will apply in the case of a dispute: if a mark or blemish is easily visible to the naked eye from a distance of 3 metres from the door or window, it will be deemed unacceptable. The Company will arrange a repair at no additional charge, covering both parts and labour. If, after repair, the mark or blemish is no longer visible from 3 metres, it will be considered a minor imperfection and, therefore, acceptable.

20. Optical Phenomena in Glass: Modern glass coated for improved energy efficiency may occasionally exhibit a phenomenon known as 'Haze,' where the glass appears to have a fine, uniform layer of dust when viewed from an oblique angle or under strong light. This optical phenomenon is rare, is not considered a fault, and is therefore not covered under our guarantee.

21. Writing on Spacer Bars: All sealed units supplied may have writing on the spacer bar on one, two, three, or all four sides. The information appears randomly and is standard practice for our glass suppliers for quality assurance and traceability. The Company cannot accept writing on the spacer bar as a reason for rejection or replacement of units.

22. Condensation Expectations: The Company cannot guarantee that the installation of double glazing will reduce or eliminate the incidence of condensation. On modern low-e coated glass, condensation can occur on the outside of the glass in certain weather conditions, normally in spring or autumn. This is not a fault and, therefore, not covered under our guarantee.

23. Product Modifications: The Company reserves the right to improve or modify its product range without prior notice.

24. Illustrative Nature of Drawings: Due to the bespoke and varied nature of our product ranges, the drawings and images contained within the quotation and contract are for illustrative purposes only and are not a true likeness. They are provided as an indicative guide only, and the Company cannot accept liability for minor variations. Should you require sectional detail or manufacture drawings, these can be requested prior to final sign-off.

Guarantees and Maintenance

25. 10-Year Guarantee Details: The installation is covered by a 10-year guarantee on all materials used, excluding glass breakage caused by the Customer or any third party, and a 5-year guarantee on labour from the date of the contract, provided full payment has been received by the Company and written notice of any claim is given within the relevant period. **Aluminium**, On weather resistance, colour fading and crack formation of powder coated surfaces and anodized aluminium profiles. Glass Units containing Integral Blinds carry a 5-year warranty on both the sealed unit and all blind components. The Company will repair or replace any unit it manufactures that proves defective due to faulty workmanship. This guarantee is subject to the conditions outlined in Clauses 26–31.

26. Glass or Frame Removal from Old Windows: The Company cannot undertake to remove intact any panes of glass or frames from old windows and doors required to be retained by the Customer.

27. Maintenance of Moving Parts: The Customer shall be responsible for the proper maintenance of any moving parts supplied by the Company. Any damage to the moving parts due to lack of maintenance will not be covered under the guarantee.

28. Cleaning and Maintenance Guidelines: Aluminium frames should be regularly cleaned with warm soapy water. Chemical or abrasive cleaners must not be used. Glass should be cleaned with non-abrasive glass cleaner. Handles should be cleaned with warm soapy water applied with a soft cloth and thoroughly dried afterwards. Regular maintenance of all moving parts will reduce wear and tear and prolong serviceable life. Cleaning and oiling, lubrication of moving parts should be carried out twice a year. Aluminium frames that have been

treated for Marine or Chemical environments must be cleaned thoroughly at least twice a year, and evidence of this must be retained to ensure full warranty cover in the event of any deterioration of the powder-coated finish.

29. Furniture, Locking Systems, and Hinges Warranty: Any furniture, locking systems, or hinges are guaranteed for a period given by the manufacturer (the minimum being 1 year).

30. Tarnishing of Coloured Furniture: Where coloured furniture is used, the Company does not guarantee against tarnishing.

31. Spontaneous Glass Breakage: There is a small risk that thermally toughened glass can break for no apparent reason. Nickel sulphide inclusions (NIS) are one of many known but not exclusive causes of 'spontaneous' failure. The Company cannot accept any liability for 'spontaneous' breakage of thermally toughened glass or heat-soaked thermally toughened glass due to NIS or any other cause, as this is part of the manufacturing process and not considered a product fault or failure within industry guidelines.

Changes and Amendments

32. Changes to Specifications: Any changes to the specifications of items in this contract must be requested in writing to the Company's Head Office or by email to changes@tvwindows.com. The Company will confirm the requested changes in writing or by email. No change to the contract will be valid unless confirmed by the Company. Specification changes can only be requested before the survey is completed; once your order is in manufacture, no further changes are possible. Any changes requested after this point may incur an administration fee and additional product costs, which will be communicated to you at the time.

Administrative Provisions

33. Transfer of Guarantee: To transfer this guarantee to a new occupant, the new property owner must request the change in writing to the Company's Head Office or by email to service@tvwindows.com with their name, address, and the date they took possession of the property, along with a payment of £85 (including VAT) to cover administrative costs.

34. Promotional Literature: Any literature supplied by the Company is for promotional purposes only and shall not form part of this contract.

35. Damage to Existing Wires or Cables: The Company cannot be held responsible for any damage that may be caused to existing wires or cables that are currently running through existing window frames being replaced.

36. Alarm Contact Refitting: The Company cannot be responsible for refitting or attaching alarm contacts to doors or windows. This work would need to be carried out by a qualified alarm specialist, and any cost incurred will not be covered by the Company.

GLOSSARY OF TERMS

Mullion : Vertical division in a window

Transom : Horizontal division in a window

Fanlight : Smaller opening at the top of the window, hinged at the top

Fanlight drop : Depth of the fanlight from top of outer frame to centre of transom

Equal Glass Width – Equal widths of glass across each section

Equal Glass Heights – Equal heights of glass across each section

Sash – Opening part of the window, hinged at the side or top, also called a casement

Casement – Opening part of the window, hinged at the side or top

Dummy Casement – Casement windows that are fixed , do not have a handle, look the same as an opening casement, create an even sight line

Cill – A ledge forming the bottom part of the window

Drainage – Our window systems are designed to drain any water ingress through the internal chambers.

Concealed Drainage : Drains water underneath the window out onto the cill

Face Drainage : If fitting window direct onto a stone or tile cill without a cill fitted by TVW, drainage slots are cut into the bottom section of the outer frame and covered with caps.

Ventilation – Trickle vents if required to conform to Building Regulations

Internally Glazed – A high security feature, the sealed units are fitted from the inside with glazing beads

Glazing Bead – Holds the glass in position, available in 2 options : **Scotia** is a traditional ogee profile, **Chamfered** is a contemporary plain bevel.

Corner Joint – there are 2 options to finish the welded corners : **Grooved** is a 3.5mm wide clean groove , **Knifed** is a flatter finish 2mm wide or less only available on grained

Peg Stay – A metal bar used to hold a casement in an open position, not required with our hinge options but available as a dummy peg stay fixed only to the casement as a traditional design feature

Face Fix Georgian – Georgian glazing bars fitted to the outside of the glass on both the exterior and interior of the window, the spacer bar is placed behind the Georgian bars (back to back spacer) creating an authentic Georgian appearance.

Internal Georgian – 18mm or 25mm Georgian glazing bars placed inside the sealed unit. An easy clean option and lower cost to face fix Georgian.

Face Fix / Internal Georgian – Georgian glazing bars fitted on the outside of the glass on the external side only, 18mm internal bar fitted between the panes, the interior pane has no external Georgian bars. An easier clean option for inside, still maintaining authentic Georgian on the outside, a lower cost option to Face Fix Georgian.