



## TERMS & CONDITIONS

### **Acceptance of Order**

Upon receipt and acceptance of quote, Skylight Services (UK) Limited must have an email or postal letter accepting detailed works and price quoted. Prices will be valid from 30 days from receipt of quotation.

### **Cancellation**

Skylight Services (UK) Limited offers a 7 day cooling off period whereby, the contract can be cancelled by the customer in writing by recorded delivery within 7 days of acceptance.

### **Default or Insolvency of customer**

This condition applies if the customer is in breach of any of its obligations under these conditions, or the customer has a receiving order in bankruptcy made against him or makes any arrangement with his creditors or, being a company, as a receiver, liquidator, administrator, supervisor or administrative receiver appointed over its property or assets or any part of them or if any order shall be made or any resolution passed for winding up the customer or the customer ceases, or threatens to cease, to carry on business, or Skylight Services (UK) Limited reasonably considers that any of the events mentioned above will occur. If this condition applies then Skylight Services (UK) Limited may, without prejudice to its other rights or remedies, demand immediate payment by the customer of all unpaid accounts and suspend further deliveries and cancel this and any other contract between Skylight Services (UK) Limited and the customer without any liability attaching to Skylight Services (UK) Limited in respect of such suspension or cancellation and debit the customer with any loss sustained thereby.

### **Payment**

Payment is to be made in full upon satisfactory completion of the detailed works as quoted. In the event of work not being completed due to faulty stock out of our control, we would require 50% of total invoice and the full balance paid on completion. Payment can be made via cheque made payable to "Skylight Services (UK) Limited", cash or by credit/debit card via secure PayPal email link (subject to 3.4% fee) or BACs (bank details upon request). We reserve the right to charge interest in the event of a late payment.

### **Retention of Title**

Skylight Services (UK) Limited will remain the sole and absolute owner of all materials supplied under contract until payment is made in full.



### **Installation**

The customer shall grant Skylight Services (UK) Limited employees access to the premises at reasonable times for carrying out work specified. Due to Health and Safety requirements, a safe working and clear floor area for erection of ladders, scaffolding etc, is required below the window and is the responsibility of the client to ensure prior to the technician's attendance at site. This quotation is given on the basis that the window handle can be reached, by hand, from floor level and that there are no access restrictions ie; loft hatch/spiral staircase etc. Any site delays due to access or other problems, which are not the fault of Skylight Services (UK) Limited, may be charged at our standard rate per hour. Skylight Services (UK) Limited will not undertake, or accept responsibility for, any repair or redecoration work required to the internal lining(s) as a result of service work. Parking for one large service vehicle is required. If only on-street parking is available then all costs may be charged in full.

### **Guarantee**

Skylight Services (UK) Limited undertakes to repair free of charge any goods which are shown to be defective in workmanship within twelve months of installation. Skylight Services (UK) Limited shall be under no liability if: The customer has not paid in full for the goods; or The customer has executed or attempted to execute repairs or alterations to the goods which are not authorized by Skylight Services (UK) Limited; or Skylight Services (UK) Limited has not been notified of any defect in the goods within one month of the defect becoming apparent. VELUX® windows and glass are guaranteed by The VELUX Company Ltd for 10 years from installation. VELUX® Electrics, blinds and accessories are guaranteed by VELUX® for 3 years from installation.