



Installation Terms & Conditions

- Our Standard Installation cost includes the following:
 - Removal of existing products
 - Installation of new products
 - Application of sealant and white finishing trims
 - Disposing of old products
 - Cleaning of the products and surroundings
- The following is not included and is subject to additional charges unless otherwise stated on your order confirmation:
 - Bespoke PVC, aluminium or timber finishing trims/architraves/cladding
 - Brick Removal
 - Replacement of internal window boards
 - Bricking up of an existing opening
 - Lintel or angle iron installation
 - Removal of any internal fixtures (EG. Radiators, Blinds, Curtains)

Head Office: Unit 6, The Western Centre, Western Road, Bracknell, Berkshire RG12 1RW
T:01344 381980 F:0845 280 6299 E: info@homehubgroup.co.uk www.homehubgroup.co.uk

Home Hub Group:





- Once you have placed an order and paid a deposit you are entitled to a 7 day cooling off period. No products will be ordered until the cooling off period has expired.
- It is imperative you meet the surveyor on site to agree your window and door styles, discuss your desired finish and sign the order confirmation.
- All products must be paid for prior to the day of installation. Products remain the property of Home Hub Group until paid for in full.
- Please ensure the site is free from any obstructions (e.g. Scaffolding, other trades)
- In some cases brick openings have to be altered to achieve a level or low threshold for doors. If you have builders on site please make sure they have done the necessary works.
- You must be present on the Installation Day. If it is a multi-day installation, you must be present on the last day (at least) to inspect the installation, sign the Satisfaction Note, go through the operation of each product and settle your installation fee with the installer. If for any reason you are unable to be present at the installation, you should appoint a representative that you trust to check, make payment and sign on your behalf. Otherwise an alternative mutually convenient date can be arranged.
- We will endeavour to meet our agreed installation date. However, circumstances beyond our control may affect this i.e. weather, sickness etc. We will inform you at the earliest opportunity and arrange an equally convenient appointment.
- Home Hub Group will not be liable for any penalties should installation be delayed or moved.
- All aluminium products carry a 20 Year Manufacturers Guarantee providing the products have been fitted and maintained according to the manufacturer's recommendations.
- All UPVC products carry a 10 Year Manufacturers Guarantee providing the products have been fitted and maintained according to the manufacturer's recommendations.

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- Home Hub Group warrants that seals on the double or triple glazed units will be free from failure (penetration of moisture into the cavity and appearance of moisture on the inside the unit) for a period of 10 Years.
- Should Home Hub Group or any of its suppliers cease trading, the accompanying Insurance document from Plastics Window Federation will cover the replacement or repairs of any faulty product.
- Products installed by Home Hub Group carry a 1 Year Labour Warranty. Should you require an engineer visit after the first year a call out charge of £95 will apply. This will extend the Labour Warranty for a further year should you require another visit.
- Products installed by a third party will not be covered under the Labour Warranty.
- Installation is paid direct to the installer, not Home Hub Group. Payment should be made for all fully installed items at the end of your scheduled booking by Cash, Cheque, Bank Transfer or Debit/Credit Card. Card payments will incur a 2% surcharge.
- Any outstanding work will be treated as a second phase and is payable on the next successful booking.
- Manufacturers Guarantees, Insurance Backed Guarantee's and FENSA certificates will be processed upon completed of works providing both products and installation has been paid for in full.
- If you are experiencing problems with your products or you believe there to be errors on the order please report a case on our website: <http://www.homehubgroup.co.uk/reportanissue.html>

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