



## Customer Welcome Pack

Thank you for choosing SCI to install your new double glazing. Your new welcome pack is designed to guide you through the rest of the order process, installation and beyond into your guarantee.

Please take the time to read this carefully as it should answer most questions you may have about our process. Also enclosed is our maintenance guide which should be your first point of reference should you have any queries about your product once installed.

We also strongly recommend that you familiarise yourself with our terms and conditions which you should have received with your quote and are available upon request.

If you have any questions regarding any aspect of your order or installation, please contact us on [office@sciwindows.co.uk](mailto:office@sciwindows.co.uk) or call the office on [020 8648 0426](tel:02086480426). Please do not contact your salesman directly as they may not have access to the information to deal with your query directly.

### Survey, lead times & booking

Upon accepting our quote, we will normally need to return to carry out a final survey to ensure accurate manufacturing measurements of your windows/doors. This will be booked once your deposit has been paid.

Our lead time is generally 12 weeks from the date the deposit is paid (this can fluctuate during busier or quieter periods). **Please be aware that we cannot proceed with any orders unless the deposit has been paid in full and our installation lead times are based on deposits being paid on the due date.**

You will be contacted to arrange an install date once we have a delivery date from our supplier. This could be several weeks depending on lead times etc. so do not be alarmed if you don't hear from us immediately. Feel free to contact us if you have any questions regarding installation dates.

### Deposit & Payment - You can find ways to pay on the reverse of each invoice

Please find enclosed your deposit invoice. Our payments are split between a 50% deposit, with the final 50% payable on the final day of installation. **The deposit is due upon placing your order and must be paid before we will proceed with survey.** Your main invoice will be sent prior to your installation date, but is only due for payment on the final day of installation.

In the unlikely event that there are any outstanding issues or remedial work to be carried out after the final day of installation please be aware that payment must still be made on the due date minus any proportionate retention amount agreed by SCI.

Please see Section 12 of our terms and conditions which outline our payment terms in full.

## Installation

We generally arrive between 8-9am on the day of installation unless otherwise agreed with SCI.

**PREPARATION** - We kindly ask that areas surrounding items to be installed be cleared of all breakables and furniture. The installers will of course be happy to help in moving any large or heavy items.

We also request that any curtains, blinds or shutters be removed prior to installation unless agreed in advance in writing/by email with SCI. Any curtains, blinds or shutters removed by SCI are done so entirely at the customers' risk and we cannot be held responsible for any breakages (See terms and conditions section 10). Please also be aware that it is not always possible to reattach curtains, blinds or shutters due to variations in frame profile/finish.

Our installers will cover all walkways and the immediate area around the installation with dustsheets and will endeavour to keep dust and mess to a minimum.

**PARKING** - We kindly ask that if you live in a residents parking permit area, permits are arranged for the vehicles needed for the duration of the install. We will of course reimburse the cost. If any details are needed, please contact our office on 020 8648 0426.

**FINISHING/MAKING GOOD** – We will make good any damage caused by us during installation to internal reveals, render or brickwork immediately surrounding any product installed but cannot avoid superficial damage to wallpaper, paintwork, ceramic or roof tiles in the same area. Any such damage will be the responsibility of the customer to remedy unless otherwise agreed with SCI.

External render/pebbledash will be made good but will not be painted. Internally PVCu trims will be used to make good damaged areas of plaster immediately surrounding any products installed and in the case of sliding sash windows, primed MDF architraves and nosing will be used unless otherwise agreed at point of sale.

Internal window boards will only be replaced if agreed at point of sale. These will usually be MDF and can be primed or bare depending on stock levels upon installation.

Please be aware that we do not undertake any painting either internally or externally, this includes any architraves or timber installed by us.

Please see section 14 of our terms and conditions for full terms relating to finishing/making good.

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Where reputation matters

We would be grateful if you could take a moment to fill out the 'Check-a-trade Reputation Report Card' which will be sent out with your main invoice. This is used to help future customers make a more informed decision when deciding whether or not to use our company

## **FENSA, Guarantee & Service**

Once payment has been made in full your installation will be registered with FENSA and your guarantee activated with us. Please be aware that your FENSA certificate can take up to six weeks after payment to arrive and that Porches, Conservatories, new build projects and commercial properties are exempt from the FENSA scheme and installations of this type will not receive a certificate. If you encounter problems with any aspects of your installation, please contact our SERVICE DEPARTMENT who will respond as quickly as possible:

**By Email:** [service@sciwindows.co.uk](mailto:service@sciwindows.co.uk) **By Phone:** 020 8648 0426