



## Customer Information Sheet

Thank you for choosing SCI to install your new double glazing and/or doors. The below information 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 document and our [Terms and Conditions](#) which 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.

Once your order has been placed, please contact the admin team in the office for any queries you may have on [office@sciwindows.co.uk](mailto:office@sciwindows.co.uk) or call the office on [020 8648 0426](tel:02086480426).

### Survey, lead times & booking

Upon accepting our quote and paying the deposit (50% of total invoice), we will book in a site visit to carry out a survey to ensure accurate manufacturing measurements of your windows/doors.

Our lead time is generally 14-16 weeks from the date the deposit is paid (this can fluctuate depending on manufacturers). Please note that no orders are processed until a deposit is paid.

You will be contacted to arrange an install date once we have received the products at our warehouse, a further 25% invoice payment is due at this point, with an installation date booked in on receipt of this payment.

### 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 25% due at installation booking the final 25% payable 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 e-mail [office@sciwindows.co.uk](mailto:office@sciwindows.co.uk) within 24 hours of installation with photos should there be any concerns with the installation.

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

[www.sciwindows.co.uk](http://www.sciwindows.co.uk)



Registered Company

51 Epsom Road, Morden, Surrey SM4 5PR • Tel 020 8648 0426 • Fax 020 8687 0834 ~ SCI Products Ltd –  
Reg No. 4100926



## Installation

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

**Preparation** - We kindly ask that areas surrounding items to be installed be cleared of all breakables and furniture, and that access is clear (for example baby gates) to all rooms having window fitted. The installers will of course be happy to help in moving any large or heavy items, however, please note that SCI cannot be held responsible for any damage incurred when doing so.

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.

Please make our installers aware if there are any hidden wires or pipes near where the product is being installed. For further information please see clause 10 in our Terms and conditions.

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 and access** - 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. If any vehicle details are needed, please contact our office on 020 8648 0426. If you are unable to get a permit, then we will add the cost of parking to your final invoice. Please note that our fitters need access to their vans throughout the installation, so they need to be close to the property.

Please also let the office know if you live in an area with restricted access prior to our arrival (any school streets or resident only streets).

**Finish and 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.

## Checktrade

**Checkatrade.com**  
Where reputation matters

We would be grateful if you could take a moment to leave us a 'Check-a-trade' review. This is used to help future customers make a more informed decision when deciding 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 via e-mail at [service@sciwindows.co.uk](mailto:service@sciwindows.co.uk) or phone on 020 8646 0426

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