

PRODUCT GUIDE

1. PAYMENT TERMS

- Payment strictly as per the quotation
- No manufacture or delivery will proceed until funds are reflected in our account
- No cash or cheques accepted
- The client is solely responsible for verifying correct banking details

2. PRICE VALIDITY

- Prices are subject to exchange rates and supplier changes
- Prices are valid only once all required information is received
- Glass, hardware, and glazing are only included if stated in the quotation

3. CANCELLATION & REFUNDS

- No refunds or credits on custom-made products
- Refunds only considered:
 - Before production
 - If incorrect goods are supplied
- All claims must be submitted within 24 hours of delivery

4. LEAD TIMES

- 15–20 working days from:
 - Deposit received
 - Signed-off Quote Acceptance
- Subject to:
 - Capacity
 - Complexity
 - Material availability
- All instructions must be confirmed via email only
- Final sizes must be confirmed in writing prior to manufacture

5. PRODUCT REPRESENTATION & FINAL OUTCOME

- Drawings, images, and illustrations are for general design intent only
- They do not represent the exact final product
- Final outcome depends on:
 - Installation
 - Site conditions
 - Glazing
 - Finishing
 - Hardware selection
- Glass is only supplied and/or fitted where specifically stated in the quotation
- Installation is not included unless stated
- No assumptions shall be made based on drawings, images, or examples.

6. GLASS SUPPLY, GLAZING & RESPONSIBILITY

- Glass is only supplied and/or fitted where specifically stated in the quotation.
- All glass sizes must be verified on site prior to manufacture and installation.
- K Parker Joinery accepts no liability for incorrect sizes based on unverified measurements.
- Where glazing is not included in the quotation:
 - All responsibility for glazing, installation, and performance transfers fully to the installer and/or client.
- All glazing must be carried out by a competent installer in accordance with applicable standards and best practice.
- The correct selection of:
 - Glass type
 - Glass thickness
 - Safety requirements
 - Glazing method
 - Sealants and spacers are the responsibility of the installer, contractor, or client unless specifically included in the quotation.

The performance of any glazed unit, including water tightness, air tightness, and structural integrity, is entirely dependent on correct glazing methods, sealants, and installation. K Parker Joinery accepts no responsibility for any performance issues, including water ingress or air infiltration, where glazing, installation, or sealing is not carried out by K Parker Joinery or is affected by factors outside its control.

7. DELIVERY & STORAGE

- Products must be checked on delivery
- Any damage or discrepancies must be reported within 24 hours

Products must be:

- Stored vertically
- Kept dry and ventilated
- Storage beyond 7 days may incur charges

8. INSTALLATION (CRITICAL)

- Only competent installers must be used
- KPJ accepts no responsibility for installation defects
- Final performance depends entirely on:
 - Installation
 - Glazing
 - Sealing
 - Adjustment
- Where installation is not carried out by K Parker Joinery, all responsibility for final performance transfers fully to the installer and/or client.
- No claim relating to performance, operation, or sealing will be considered where installation, glazing, or adjustment has been carried out by others.

9. PRE-INSTALLATION REQUIREMENTS

- Openings must be correctly prepared
- All dimensions and tolerances must be verified

Client is responsible for:

- Site readiness
- Access
- Positioning (FFL)
- Protection of services (wiring, plumbing, etc.)

10. uPVC CARE & OPERATION

- Clean using mild detergent only
- Do not use:
 - Solvents
 - Abrasive cleaners

uPVC systems rely on correct glazing (including toe-and-heel) and precise installation for proper operation. Any failure to follow correct methods will result in operational issues for which K Parker Joinery accepts no responsibility.

- Hardware must be:
 - Maintained regularly
 - Adjusted by qualified people

11. WARRANTY

- Valid only after full payment
- Covers material and workmanship only

Excludes:

- Installation defects
- Glazing by others
- Site-related issues
- Lack of maintenance
- Repairs or replacements are at KPJ's sole discretion

12. SPECIAL TERMS DESIGN + SIZE + POSITIONING

- Manufactured strictly as per the quotation
- All dimensions must be confirmed in writing
- Structural suitability is the client's responsibility

SCOPE OF WORK

- Only items listed in the quotation are supplied
- No assumptions shall be made

The client is responsible for ensuring all information is correct prior to manufacture.

- E & OE applies
- Any changes will be quoted separately