

Please refer to our standard terms and conditions relating to the sale of your goods which can be viewed here: <https://maincompany.co.uk/wp-content/uploads/2024/02/consumer-terms-and-conditions-10012024.pdf>

We have included additional terms and guidance below which apply to the sale of our doors (except sliding barn doors).

It is your responsibility to supply:

- a. accurate measurements for the door(s);
- b. your material finish choice;
- c. your selected opening orientation;
- d. in respect of external doors only, hardware details (which we can discuss with you in more detail); and
- e. your desired design by way of photographs and/or other similar references.

Please ensure that the diagonal measurements of the apertures are considered in case they are not square.

We will provide you with a simple design drawing which will be materially based on the specification contained in the Quotation Document. Please refer to our standard terms and conditions for further information in this regard, including our quotation and design process for doors:

<https://maincompany.co.uk/wp-content/uploads/2024/02/doors-internal-and-external-guidance-and-additional-terms-02022024.pdf>

Please ensure ALL wet works including plastering, screeds, tiling and painting are completed and fully dried before the door enters the environment to acclimatise.

Dehumidifiers should not be present in the property when the door is delivered.

Please check the inventory of the goods at time of delivery and notify us of any discrepancies or defects as soon as possible. This does not affect your rights under consumer law as referred to in our standard terms and conditions.

The relative humidity of the property should be between 40-60% with the temperature of the house consistent to the final living conditions of at least 18 degrees.

Doors should be stored flat on the floor with lats in-between the floor and the door and any subsequent doors on top, if not fitted straight away.

WE CANNOT BE HELD RESPONSIBLE FOR ANY FAILURE OR DEFECT IN RELATION TO THE GOODS CAUSED BY AND/OR ARISING FROM POOR FITTING, MAINTENANCE OR ENVIRONMENTAL CONDITIONS.

## **Delivery**

Please refer to our standard terms and conditions relating to delivery of your goods which can be viewed here: <https://maincompany.co.uk/wp-content/uploads/2024/02/consumer-terms-and-conditions-10012024.pdf>

We have included additional terms and information below which apply to our delivery of goods.

There are two main methods of delivery: palletised delivery and courier. Delivery costs will vary depending on the delivery option you choose, and you will be responsible for paying any applicable delivery fees and related charges in full.

#### Palletised

Palletised delivery is generally cheaper, but it will be your responsibility to remove the door(s) from the vehicle which in most cases is a large haulage truck, namely a 7.5T lorry. Please note that drivers usually do not help unloading - It is your responsibility to organise the unloading of goods from the pallet into the property. Please ensure that there is a forklift truck if required on site or a team of people to unload the goods. There may be additional surcharges enforced by the courier if the vehicle is made to wait longer than 30 minutes and you will be responsible for paying any such charges.

#### Courier

The courier is generally a more expensive option but, if requested prior to delivery, they may agree to unload the goods from the vehicle and place these in any downstairs room of your choice. It is important that you provide us with accurate information required so we can obtain an accurate quote for you. If you identify any damage to the goods upon delivery, it will assist us if you could take images of any pallet damage in situ.

As stated in our standard terms and conditions, whilst we will make efforts to provide you with a delivery date, we are unable to guarantee a delivery date and time of delivery.

If you fail to accept delivery at the time agreed with you, pursuant to our standard terms and conditions, we will be entitled to cancel your order and require you to pay compensation to us, including reasonable storage and insurance charges incurred by us in connection with your undelivered goods.