

Trent Valley Windows Working Arrangements.

1. Our quotations are produced with as much detail as possible to avoid any misunderstandings. It is important to bear in mind that all installations are building projects and will create some level of mess and disruption. Our installation teams will do their best to keep disruption to a minimum and will make good any mess created, once the job is complete.
2. Once you have an installation date we will do our best to meet this date, however it is company policy to complete an installation once it has been started, if there are unforeseen delays on previous jobs this may affect your own installation date.
3. You will also be given an approximate length of time it will take us to complete your installation, whilst we will do our best to meet your expectations there may be unforeseen circumstances once the job has started that may result in your install running over. On some occasions we may finish earlier than anticipated.
4. All prices quoted are calculated on the basis of free access and unimpeded working during our normal working hours (8 am – 6 pm Mon – Fri) unless otherwise agreed.
5. Free access is required for delivery of building materials, scaffolding, plant, machinery and skips etc.
6. Extras will only be undertaken further to both full discussion with the client, and written agreement, and charged at the agreed rate.
7. We will endeavour to employ a helpful attitude at all times and will always attempt to bring the building works to a satisfactory conclusion as soon as possible taking into account weather conditions and availability of specialist materials and unforeseen circumstances etc.
8. Any queries with regard to your installation please refer to our dedicated operations team on 0115 942 5050.