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Quotation Prepared for

Clare Hilton

Clare Hilton

Sales Contact

Nicholas Tetlow

07766 375500

nick.tetlow@patchett-joinery.co.uk

Billing Address

The Grove

Manchester

M20 2RG

Installation or Delivery Address

The Grove

Manchester

M20 2RG

31/03/2025

Quotation 110863-1 : The Grove

Thank you for your recent enquiry, I have pleasure in providing you with your quotation on the following pages. The quotation is made up of 5 sections:

Section A: Notes and assumptions we have made along with a summary of the items.

Section B: Detailed specification of each item.

Section C: Product information and section drawings including options.

Section D: General information about the quotation and other things to consider.

Section E: Acceptance page and your instruction to proceed.

I hope I have interpreted your requirements correctly and trust this quotation meets them. If you require further information or clarification regarding your quotation please contact me, my details are at the top of this page. I will be in contact in the near future and look forward to receiving your further instruction.

Yours sincerely,

Nicholas Tetlow

07766 375500

Section A

Quotation 110863 Notes and Assumptions

1. This quotation is a summary of your requirements, please check that any verbal instructions that you have passed on to us have been actioned and is included in the schedule. Once sign off has been completed, all products will made to the specification listed in this document.
2. All products are colour matched to RAL/Farrow & Ball colours using our approved paint system.
3. As the site is a listed building we have assumed part L of the building regulations is not required. If part L of the building regulations is required then all glass units will need to be changed to Krypton gas filled.
4. Where a property has listed buildings / conservation area restrictions, it is the responsibility of the customer to ensure the appropriate consent / approval is in place and that the specification complies with local building regulations.
5. We understand that trickle vents are not required due to your property being listed / in a conservation area.
6. This quote has been completed with Patchett Joinery Ltd's own sections and profiles.
7. Window furniture to be Aged Brass finish.

Quotation 110863-1 : The Grove

Quote Summary

Item	Reference	Dimensions (Overall size mm's)	Qty		
1	WF1	860 x 1560	1		
2	WF2	860 x 1560	1		
3	WF3	850 x 1560	1		
4	WF4	850 x 1560	1		
5	WG1 A	530 x 1990	1		
6	WG1 B	785 x 1990	1		
7	WG1 C	530 x 1990	1		
8	WG2 A	530 x 1990	1		
9	WG2 B	785 x 1990	1		
10	WG2 C	530 x 1990	1		
		TOTAL	10		

VAT £0.00

TOTAL INCL. VAT £0.00

Section B

Quote Reference : 110863-1 | Name : Clare Hilton

Quote Description : The Grove



Item	Reference / Location	Overall WxH	Qty	Unit Price	Total Price
1	WF1	860 x 1560	1		
Product Range: Heritage Flush Casement Fitting: Gold Service Perimeter Sealing: Trowel Mastic Hinge: Left Hung Master (21) Hinge: Right Hung Slave (11) Hinge: Brass Butt Hinge Heritage Bar HARDWARE Peg stay: Bulb end 10" Aged Brass Handle: Bulb-End Aged Brass Trickle Vent: None Weatherseal: White Glass: 4/8/4 Heritage TUF/TUF S1 Plus Gas: Argon Spacer: White Swiss Ultimate Obscure Glass: No, clear Int/Ext Coating: 9016 White Linings: 150x9mm MDF (Right, Left, Over) Cover Mould: None (9016 White) Architrave type: A1 MDF Window Board (Width 0, Extra Length 150)			Frame Sections Frame: 68mm Head Heritage Frame: 68mm Cill Heritage Frame: LH 58mm Jamb Heritage Frame: RH 58mm Jamb Heritage Mullion: False Mullion NF - ignore 100mm x 25mm MDF WB Tongue 1L BN Reveal Board Groove: No Timber: Accoya Weight each : 46kg		

Item	Reference / Location	Overall WxH	Qty	Unit Price	Total Price
2	WF2	860 x 1560	1		
Product Range: Heritage Flush Casement Fitting: Gold Service Perimeter Sealing: Trowel Mastic Hinge: Left Hung Master (21) Hinge: Right Hung Slave (11) Hinge: Brass Butt Hinge Heritage Bar HARDWARE Peg stay: Bulb end 10" Aged Brass Handle: Bulb-End Aged Brass Trickle Vent: None Weatherseal: White Glass: 4/8/4 Heritage TUF/TUF S1 Plus Gas: Argon Spacer: White Swiss Ultimate Obscure Glass: No, clear Int/Ext Coating: 9016 White Linings: 150x9mm MDF (Right, Left, Over) Cover Mould: None (9016 White) Architrave type: A1 MDF Window Board (Width 0, Extra Length 150)			Frame Sections Frame: 68mm Head Heritage Frame: 68mm Cill Heritage Frame: LH 58mm Jamb Heritage Frame: RH 58mm Jamb Heritage Mullion: False Mullion NF - ignore 100mm x 25mm MDF WB Tongue 1L BN Reveal Board Groove: No Timber: Accoya Weight each : 46kg		

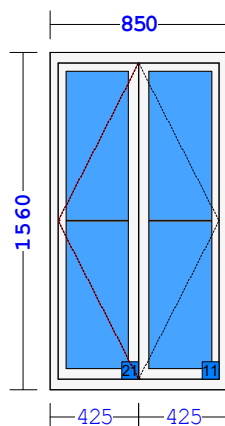
Quote Reference : 110863-1 Name : Clare Hilton

Quote Description : The Grove



Item	Reference / Location	Overall WxH	Qty	Unit Price	Total Price
3	WF3	850 x 1560	1		

Product Range: Heritage Flush Casement
 Fitting: Gold Service
 Perimeter Sealing: Trowel Mastic
 Hinge: Left Hung Master (21)
 Hinge: Right Hung Slave (11)
 Hinge: Brass Butt Hinge
 Heritage Bar
 HARDWARE
 Peg stay: Bulb end 10" Aged Brass
 Handle: Bulb-End Aged Brass
 Trickle Vent: None
 Weatherseal: White
 Glass: 4/8/4 Heritage TUF/TUF S1 Plus
 Gas: Argon
 Spacer: White Swiss Ultimate
 Obscure Glass: No, clear
 Int/Ext Coating: 9016 White
 Linings: 150x9mm MDF (Right, Left, Over)
 Cover Mould: None (9016 White)
 Architrave type: A1
 MDF Window Board (Width 0, Extra Length 150)



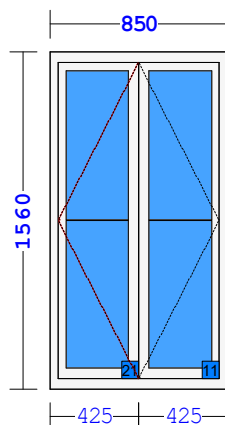
Frame Sections

Frame: 68mm Head Heritage
 Frame: 68mm Cill Heritage
 Frame: LH 58mm Jamb Heritage
 Frame: RH 58mm Jamb Heritage
 Mullion: False Mullion NF - ignore
 100mm x 25mm MDF WB Tongue
 1L BN
 Reveal Board Groove: No
 Timber: Accoya

Weight each : 45kg

Item	Reference / Location	Overall WxH	Qty	Unit Price	Total Price
4	WF4	850 x 1560	1		

Product Range: Heritage Flush Casement
 Fitting: Gold Service
 Perimeter Sealing: Trowel Mastic
 Hinge: Left Hung Master (21)
 Hinge: Right Hung Slave (11)
 Hinge: Brass Butt Hinge
 Heritage Bar
 HARDWARE
 Peg stay: Bulb end 10" Aged Brass
 Handle: Bulb-End Aged Brass
 Trickle Vent: None
 Weatherseal: White
 Glass: 4/8/4 Heritage TUF/TUF S1 Plus
 Gas: Argon
 Spacer: White Swiss Ultimate
 Obscure Glass: No, clear
 Int/Ext Coating: 9016 White
 Linings: 150x9mm MDF (Right, Left, Over)
 Cover Mould: None (9016 White)
 Architrave type: A1
 MDF Window Board (Width 0, Extra Length 150)



Frame Sections

Frame: 68mm Head Heritage
 Frame: 68mm Cill Heritage
 Frame: LH 58mm Jamb Heritage
 Frame: RH 58mm Jamb Heritage
 Mullion: False Mullion NF - ignore
 100mm x 25mm MDF WB Tongue
 1L BN
 Reveal Board Groove: No
 Timber: Accoya

Weight each : 45kg

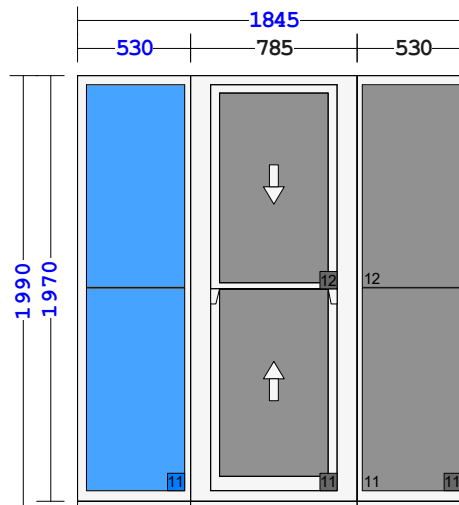
Quote Reference : 110863-1 | Name : Clare Hilton

Quote Description : The Grove



Item	Reference / Location	Overall WxH	Qty	Unit Price	Total Price
5	WG1 A	530 x 1990	1		

Product Range: Stormproof Casement
Fitting: Gold Service
Heritage Bar
20mm Packer
Trickle Vent: None
Glass: 4/8/4 Heritage TUF/TUF S1 Plus
Gas: Argon
Spacer: White Swiss Ultimate
Obscure Glass: No, clear
Beading: Internal
Int/Ext Coating: 9016 White
Linings: None
Cover Mould: CM1 (9016 White)
Architrave type: None
Window Board: No (Width 0)



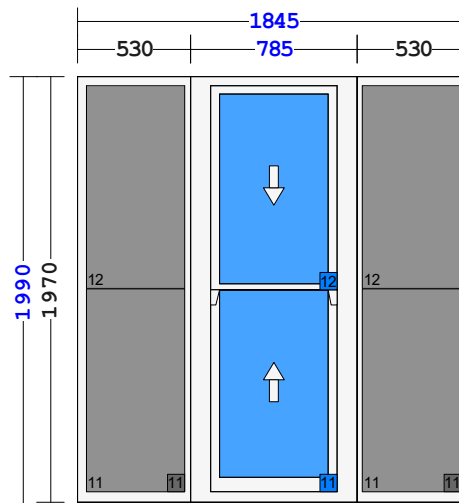
Frame Sections

Frame: 58mm Head HP
Frame: 68mm Cill HP
Frame: LH 58mm Jamb HP
Frame: RH 44mm Jamb HP
Reveal Board Groove: No
Window Board Groove: No
20mm Packer (Bottom)
Timber: Accoya

Weight each : 31kg

Item	Reference / Location	Overall WxH	Qty	Unit Price	Total Price
6	WG1 B	785 x 1990	1		

Sliding Sash - Weights & Pulleys
Fitting: Gold Service
Perimeter Sealing: Trowel Mastic
Top Sash with Horns (12)
Bottom Sash - no horns (11)
Premium Hardware - Antique Brass (11)
Trickle Vent: None
Weatherseal: White
Glass: 4/8/4 Heritage TUF/TUF S1 Plus
Gas: Argon
Spacer: White Swiss Ultimate
Obscure Glass: No, clear
Beading: Internal
Int/Ext Coating: 9016 White
Linings: None
Cover Mould: CM1 (9016 White)
Architrave type: A1
MDF Window Board (Width 0, Extra Length 1310)
Restrictor: Weekes - Ant. Brass (2x)



Frame Sections

Frame: 58 x 160 Head SSWP2018
Frame: 68 x 160 Cill SWP2018
Frame: 58x160 LH Jamb SSWP2018
Frame: 58x160 RH Jamb SSWP2018
Reveal Board Groove: No
150mm x 25mm MDF WB No
Tongue 1L BN
Sub-frame: 20mm (Bottom)
Cill Nosing: W&P 80x38mm Frame (Extra -76mm)
Timber: Accoya

Weight each : 98kg

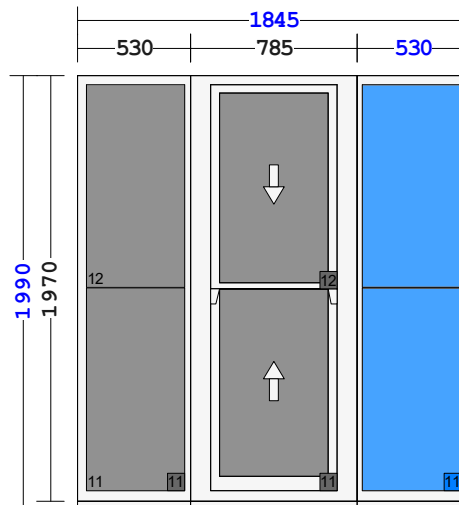
Quote Reference : 110863-1 | Name : Clare Hilton

Quote Description : The Grove



Item	Reference / Location	Overall WxH	Qty	Unit Price	Total Price
7	WG1 C	530 x 1990	1		

Product Range: Stormproof Casement
 Fitting: Gold Service
 Heritage Bar
 20mm Packer
 Trickle Vent: None
 Glass: 4/8/4 Heritage TUF/TUF S1 Plus
 Gas: Argon
 Spacer: White Swiss Ultimate
 Obscure Glass: No, clear
 Beading: Internal
 Int/Ext Coating: 9016 White
 Linings: None
 Cover Mould: CM1 (9016 White)
 Architrave type: None
 Window Board: No (Width 0)



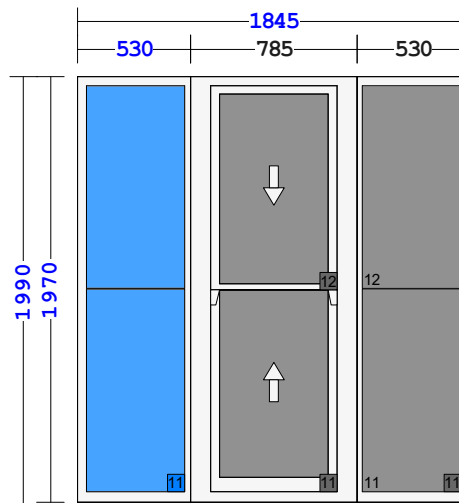
Frame Sections

Frame: 58mm Head HP
 Frame: 68mm Cill HP
 Frame: LH 44mm Jamb HP
 Frame: RH 58mm Jamb HP
 Reveal Board Groove: No
 Window Board Groove: No
 20mm Packer (Bottom)
 Timber: Accoya

Weight each : 31kg

Item	Reference / Location	Overall WxH	Qty	Unit Price	Total Price
8	WG2 A	530 x 1990	1		

Product Range: Stormproof Casement
 Fitting: Gold Service
 Heritage Bar
 20mm Packer
 Trickle Vent: None
 Glass: 4/8/4 Heritage TUF/TUF S1 Plus
 Gas: Argon
 Spacer: White Swiss Ultimate
 Obscure Glass: No, clear
 Beading: Internal
 Int/Ext Coating: 9016 White
 Linings: None
 Cover Mould: CM1 (9016 White)
 Architrave type: None



Frame Sections

Frame: 58mm Head HP
 Frame: 68mm Cill HP
 Frame: LH 58mm Jamb HP
 Frame: RH 44mm Jamb HP
 20mm Packer (Bottom)
 Timber: Accoya

Weight each : 31kg

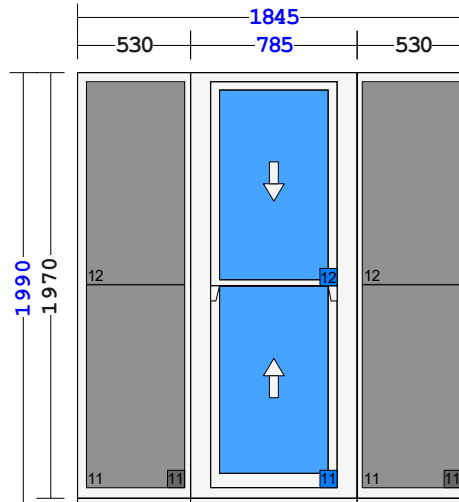
Quote Reference : 110863-1 | Name : Clare Hilton

Quote Description : The Grove



Item	Reference / Location	Overall WxH	Qty	Unit Price	Total Price
9	WG2 B	785 x 1990	1		

Sliding Sash - Weights & Pulleys
 Fitting: Gold Service
 Perimeter Sealing: Trowel Mastic
 Top Sash with Horns (12)
 Bottom Sash - no horns (11)
 Premium Hardware - Antique Brass (11)
 Trickle Vent: None
 Weatherseal: White
 Glass: 4/8/4 Heritage TUF/TUF S1 Plus
 Gas: Argon
 Spacer: White Swiss Ultimate
 Obscure Glass: No, clear
 Beading: Internal
 Int/Ext Coating: 9016 White
 Linings: None
 Cover Mould: CM1 (9016 White)
 Architrave type: A1
 MDF Window Board (Width 0, Extra Length 1310)
 Restrictor: Weekes - Ant. Brass (2x)

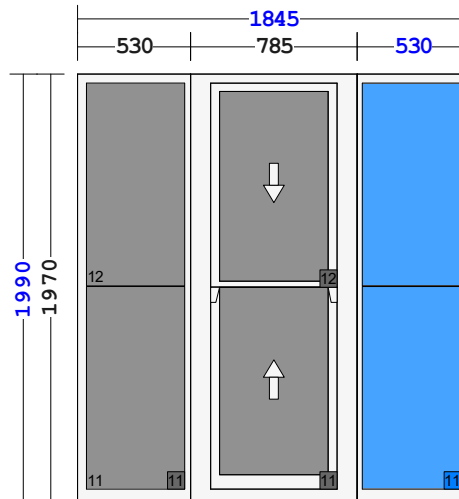


Frame Sections

Frame: 58 x 160 Head SSWP2018
 Frame: 68 x 160 Cill SWP2018
 Frame: 58x160 LH Jamb SSWP2018
 Frame: 58x160 RH Jamb SSWP2018
 Reveal Board Groove: No
 150mm x 25mm MDF WB No
 Tongue 1L BN
 Sub-frame: 20mm (Bottom)
 Cill Nosing: W&P 80x38mm Frame (Extra -76mm)
 Timber: Accoya
 Weight each : 98kg

Item	Reference / Location	Overall WxH	Qty	Unit Price	Total Price
10	WG2 C	530 x 1990	1		

Product Range: Stormproof Casement
 Fitting: Gold Service
 Heritage Bar
 20mm Packer
 Trickle Vent: None
 Glass: 4/8/4 Heritage TUF/TUF S1 Plus
 Gas: Argon
 Spacer: White Swiss Ultimate
 Obscure Glass: No, clear
 Beading: Internal
 Int/Ext Coating: 9016 White
 Linings: None
 Cover Mould: CM1 (9016 White)
 Architrave type: None



Frame Sections

Frame: 58mm Head HP
 Frame: 68mm Cill HP
 Frame: LH 44mm Jamb HP
 Frame: RH 58mm Jamb HP
 20mm Packer (Bottom)
 Timber: Accoya
 Weight each : 31kg

TOTAL

VAT	£0.00
TOTAL INCL. VAT	£0.00

Section C

Product Information: Flush Casement Window

Design:

There are two designs of flush casement available:

1. **High Performance Flush Casement** - A robust design with broader timber sections that are supported with heavy-duty hinges. The sashes have a flush stormproof design and are double weather sealed to provide the ultimate protection against the prevailing wind and rain.
2. **Heritage Flush Casement** - A slender design with conventional timber sections in keeping with replacement or conservation projects. The sashes are all double weather sealed to provide the required protection against the elements but also retaining traditional aesthetics.

Handle options:



Available in Polished Chrome, Satin Chrome, Polished Brass & Satin Brass, other colours available by request.

Hardware:

Hinges: Friction hinges are used as standard, the sash is held in the open position without the need for a stay.

Locking System: High quality stainless steel espagnolette multi point locking used as standard. The locks on the RAIL system lock into the keep from two sides, significantly increasing security.

The lock keep has two positions to provide a secure night latch.

Options: REACH: The 'reach' option positions the handle nearer the floor rather than in the centre of the opening sash. This makes the lock easier to operate, useful when the property has high window cills.

Other Hardware Options:

Auto - restrictor: automatically limits the opening of the window. Can be fully opened when required.

Trickle vents: to allow background ventilation trickle vents are recessed into the head of the frame. White or brown are the standard colours. **Options:** the vent can be coloured to match paint finish.

Frame Sections and Optional Grooves: (see drawing below).

Window board groove: to locate the internal window bottom.

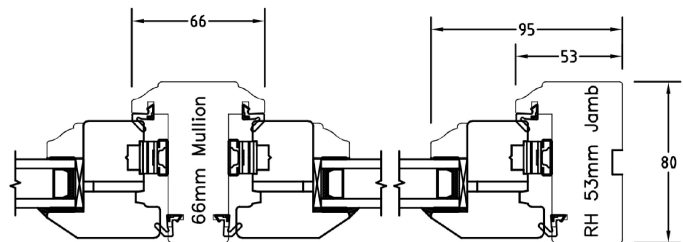
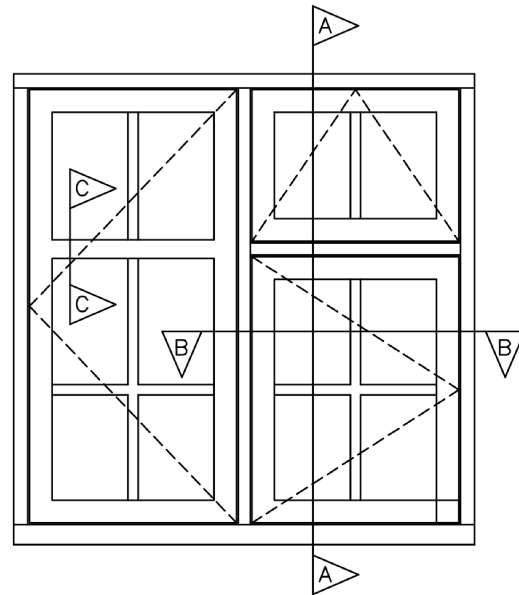
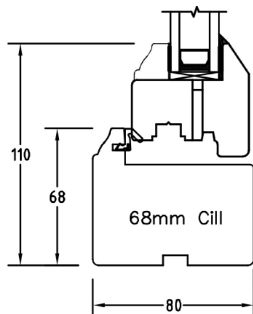
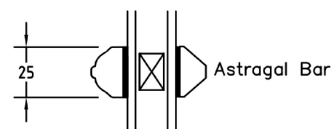
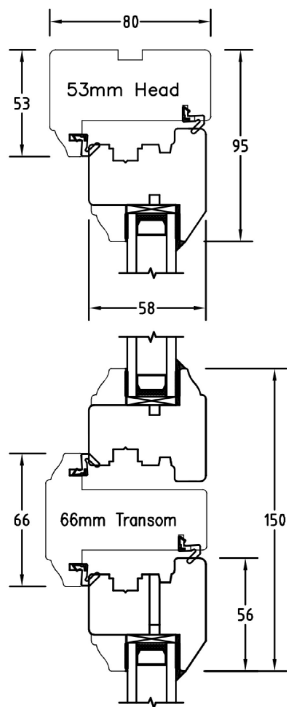
Reveal groove: to provide a location point for the internal reveal and head linings.

Transom / Mullion Variants: Depending on the configuration, it is possible to conceal the mullion or transom externally. See section drawings for more information.

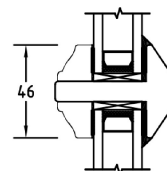
Cill drip groove: To locate the external cill drip. These are available in 25mm, 60mm and 80mm.

Heritage Flush Casement Sections & Frame Options

Vertical Section A-A

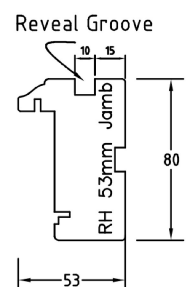
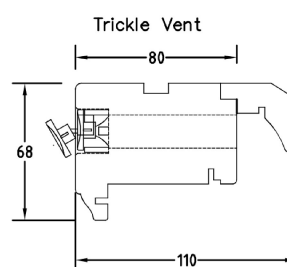
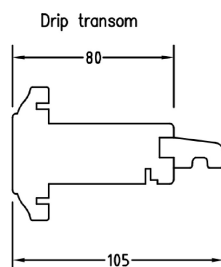
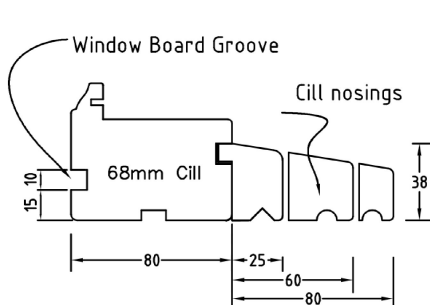


Horizontal Section B-B



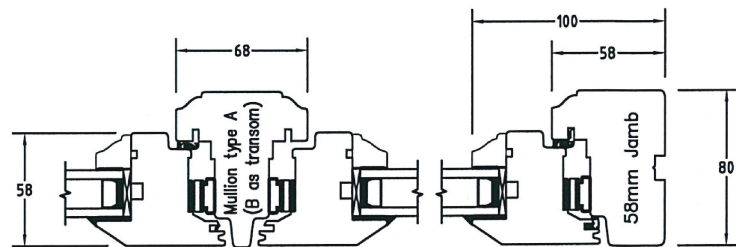
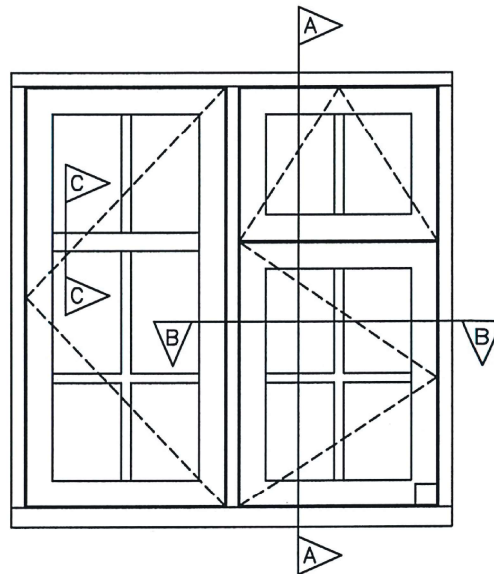
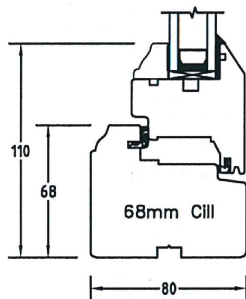
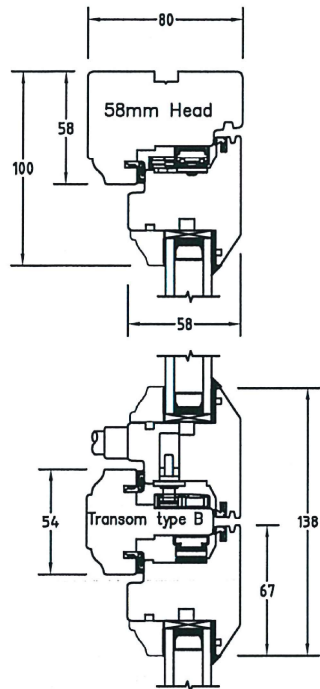
Horizontal Section C-C
Solid Glazing Bar

Frame Options:

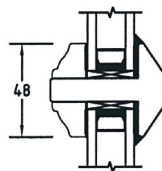


High Performance Flush Casement Sections & Frame Options

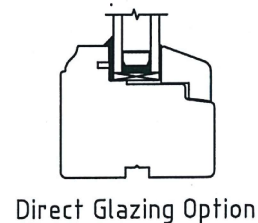
Vertical Section A-A



Horizontal Section B-B

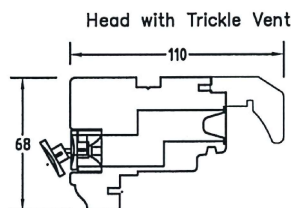
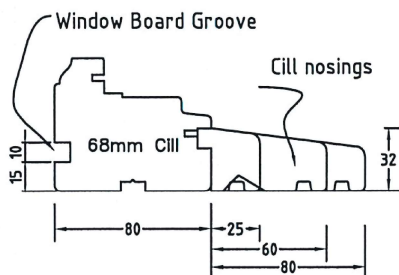


Horizontal Section C-C
Solid Glazing Bar

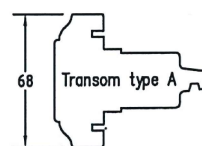


Direct Glazing Option

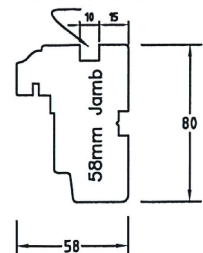
Frame Options:



Transom / Mullions
Type A = exposed
Type B = concealed



Reveal Groove



Product Information: Sliding Sash Window

Design:

There are two designs of sliding sash windows available:

1. **Concealed Balance Sliding Sash** - A modern design concept where the sashes are controlled by concealed spring balances that are concealed from view when the window is closed.
2. **Weight & Pullies Sliding Sash** - The traditional sliding sash design where the sashes are counter-balanced by weights that are located in the extended frame box section. This window is suited for replacement and/or conservation/heritage projects.

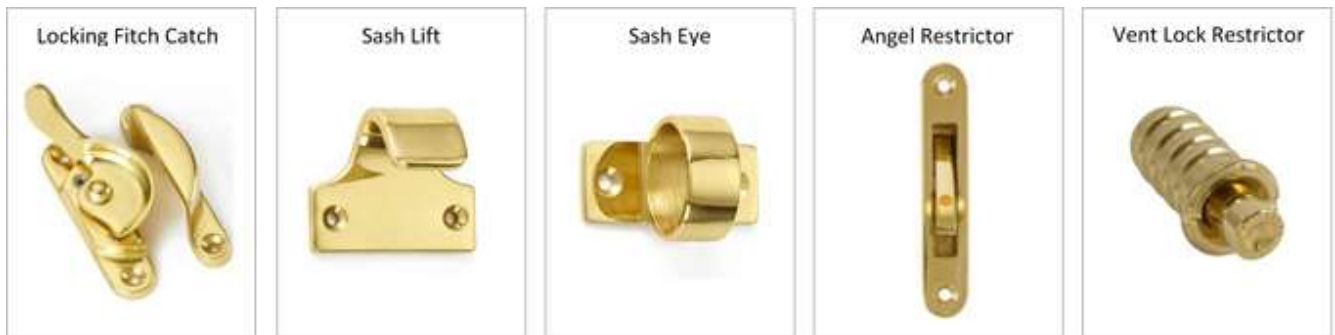
Hardware:

Spring Balance: High quality spring balances that are pre-tensioned to provide the smooth vertical action of the sashes. **(Concealed balance sliding sash only).**

Axle Pullies: High quality axle pullies provide smooth operation of the sashes, finished to match the other hardware. **(Weight & Pullies only).**

Fitch catch: located on the meeting rail and used to pull the sashes together to maintain compression on the gaskets when the window is closed. The fitch catch is also lockable.

Sash lift/eye: High quality hardware to lift or lower the sash.



Hardware options:

Angel restrictor: a restrictor that resets itself after every use.

Vent lock restrictor: a locking stud that is manually extended to prevent the sash opening more than a pre-determined amount.

Trickle vents: to allow background ventilation trickle vents are recessed into the head of the frame. White or brown are the standard colours. **Options:** the vent can be coloured to match paint finish.

Finishes: chrome, satin chrome, brass, satin brass. Other finishes are available by special order.

Frame Sections and Optional Grooves:

Groove options: (see drawing below).

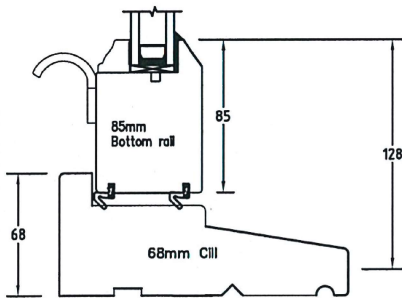
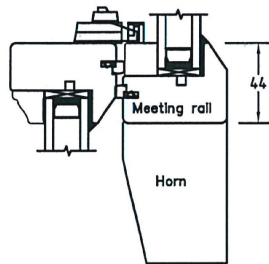
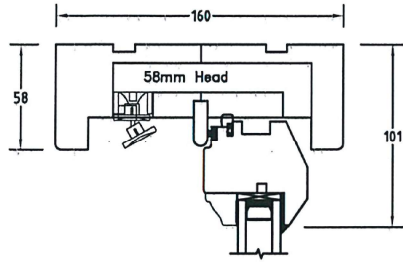
Window board groove: to locate the internal window bottom.



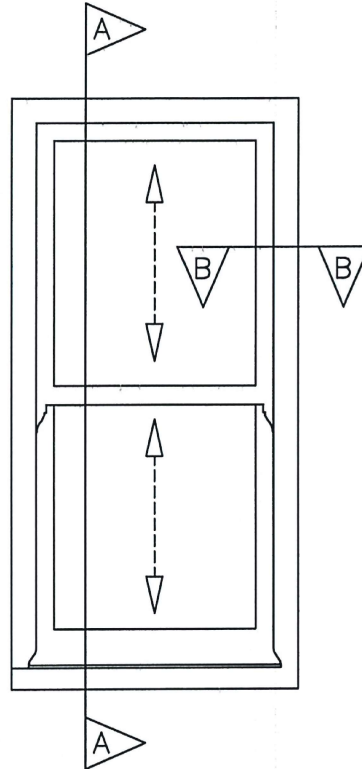
Sliding Sash: Concealed balances and Weight & Pulley Sections & Frame Options

Vertical Section A-A

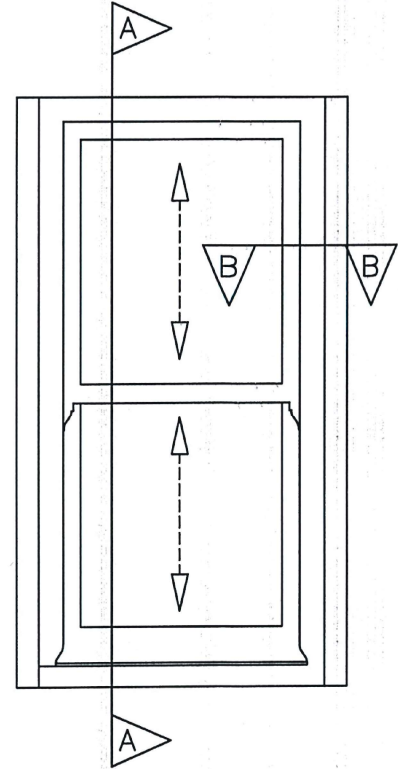
Head showing optional concealed trickle vent



Concealed Balance

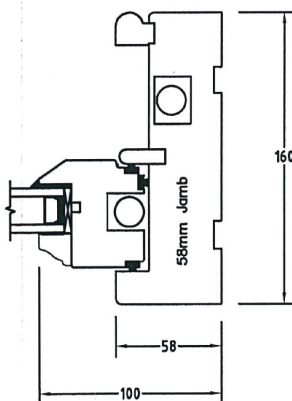


Weight and Pulley



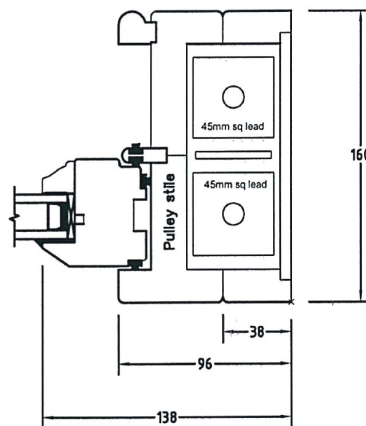
Concealed Balance

Horizontal Section B-B



Weight and Pulley

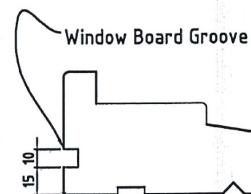
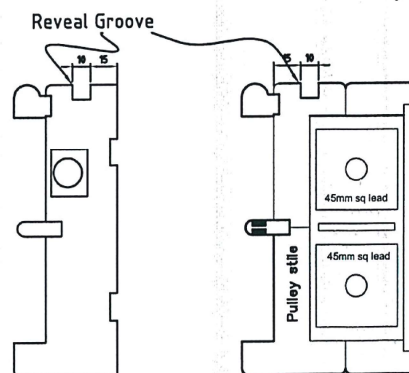
Horizontal Section B-B



Frame Options:

Concealed Balance

Weight & Pulley



Section C (continued)

Timber:

Timber selection is paramount to the effectiveness of any timber product, we use certified timber from well-managed, sustainable forests that are either FSC or PEFC accredited. . The moisture content is optimized for external joinery and monitored throughout the manufacturing process. We also use different species or modified timbers in more vulnerable areas to maximise the longevity of our products. Please note engineered timber achieves its stability as a lamination of layers, subsequently some of these individual pieces maybe visible through the final coating.

Design: We design our timber sections to be as slender as possible allowing hardware to operate effectively and without reducing their structural integrity. This maximises the light entering the building, replicates a traditional appearance and allows modern hardware and locking systems to be used.

Glass:

4/16/4 Low E: Our standard specification. 4mm outer pane, 16mm cavity width, 4mm inner pane. Low E indicates a low emissivity coating on the cavity side of the inner pane of the glass unit. This helps prevent heat loss enabling us to achieve a high thermal performance and low u-value.

Spacer: The spacer is used to create the cavity width between the glass panes and are available in three finishes, white, black and titanium grey. The spacer create the 'warm edge' to prevent cold bridging and therefore enhance the thermal performance of the double glazed unit.

Gas: The type of gas within the cavity of the double glazed unit. Argon is used as standard in most units.

Safety Glass: In general, safety glass is used in a critical location. Standard on external doors; and on windows when the finished floor level is within 800mm. It can come in laminated or toughened form for added security.

Beading: all sashes are glazed from the inside to maximise security and provide the longest re-decorating cycle, when no sash is specified the beads are on the outside.

Astragal Bars: used to design traditional looking windows that had narrow glazing bars. Small sections of timber either 19mm or 25mm wide are bonded onto the face of the glass. A corresponding spacer is located within the cavity of the double glazed unit.

Paint: Our finishing system is designed to comply with BSEN 927-1 'Moderate exposure' if your location is more exposed this will affect the length of the warranty and reduce maintenance intervals. End grain sealer is applied prior to the spray coats to prevent moisture uptake through any exposed end grain. Exposed edges are radiused to provide maximum coating performance. We can also provide a 2-tone finish where the external and internal faces of a product are different colours or stains.

Installation Service - Gold / Silver / Bronze:

		Gold	Silver	Bronze
1	Survey.	Yes	Yes	Yes
2	Building Regulation Approval.	Yes	No	No
3	Protect floor coverings and lay dust protection	Yes	No	No
4	Remove existing windows/doors and dispose (off site).	Yes	Yes	No
5	Unload delivery vehicle and load out ready for fitting (2 storey building).	Yes	Yes	Yes
6	Fit windows/doors into position and seal apertures (excluding external mastics).	Yes	Yes	Yes
7	Mastic seal (externally)	Yes	Yes	No
8	Fit trims / make good internally	Yes	No	No
9	Replace existing reveals/window board/architraves (confirmed at survey)	Extra	No	No

Section D

General Notes

- All drawings are viewed from the outside, the opening sash symbol (or arrow head) points to the hinge position.
- Dimensions are finished window sizes.
- No internal or external trims are included unless stated.
- We supply fitting guides, maintenance and warranty information and a touch up kit with every order.
- All products will be delivered on pallets. Please ensure that suitable arrangements are made to unload the vehicle (i.e. forklift etc).
- Price assumes delivery in one load. Extra deliveries can be arranged at an additional cost.
- Storage facilities can be arranged at an extra cost of £50 per pallet per week.
- Prices are valid for 30 days.

This quotation is prepared in good faith in line with Patchett Joinery Terms and Conditions which are available on our website. We do not accept responsibility for any errors or omissions. It is the customers' responsibility to check all details and dimensions and compliance with Building Regulations.

Other things to consider:

Prior to ordering please ensure you have considered the following:

- Are projecting cills required, do they require horns so they are wider than the frame?
- Do you require cills supplied loose and over length for site fitting?
- Do you require your frame grooved on the internal bottom face for window boards?
- Do you require any obscure glass? Please advise locations and pattern required.
- Do any windows require safety glass?
- Is the hardware colour and choice acceptable?
- Are any windows required to meet Building Regulations regarding escape?
- Do you require cavity closers?
- Do you require child restrictors to limit the opening of sashes?
- Are the window and door references correct?
- Have we quoted for the correct number of products?
- Are the windows to be fitted in check behind the reveals or between the reveals?
- Trickle ventilation is not fitted as standard, is this required?

Doors

- Do you require any single doors to have a mobility access threshold?
- Is the handing of the door correct, left or right hand hung?
- Do you require the door to open in or out?
- If double or French doors, do you require the master door on the left or right hand side?
- Do you require suited locks (every door would open using the same key)?
- Do you require additional hardware e.g. letter plates / spy holes / numerals?

It is essential that all products are installed in accordance with our fitting guidelines. Failure to adhere to these guidelines will result in warranties and guarantees being declared null and void, at the company's discretion.

Section E

Quotation 110863-1 : The Grove

Quote Acceptance - Signed Approval

Lead Time

Supply only 10 to 12 weeks from sign off of final detail.

Supply and install 16 to 18 weeks

Payment terms

Supply & Fit - 4 Stage - 15, 35, 40, 10%

Quote Validity

This quotation is valid for 30 days from Date of quote

Please carry out work to the items described above, detailing in the corresponding schedules.

I confirm that I have checked the item details are correct to my exact requirements and that I understand the scope of the works.

I understand that I am entering a legally binding contract and will be liable for any changes made to the undersigned specification.

I have read and accepted the Terms & Conditions on this quotation.

Customer Signature :

Date :

Lead Times

Estimate lead times will be confirmed at time of order and are affected by factory loading. Please note lead times commence once there are no outstanding queries and Patchett Joinery has issued an order confirmation to you. Updates on delivery will be provided during the manufacturing process.

The next step

Once your deposit monies and signed acceptance is received we will check your order and issue the order acknowledgement which will include any specific drawings (e.g. bay window drawings) and the anticipated delivery week (or survey date for supply and fit orders).

Terms & Conditions

Patchett Joinery Ltd and Subsidiary Companies.

Terms of Trading

1. Business customers and consumers

- 1.1 Some of these terms apply to consumers only; some apply to business customers only. Those terms are marked as such.
- 1.2 All other terms apply to all customers.
- 1.3 You are classified as a business customer if you indicate to us that the goods supplied by us will be used in the course of your business or if you use the goods in the course of your business.
- 1.4 If you are not a business customer, you are a consumer. You have certain statutory rights as a consumer which are not affected by these terms. Contact your local trading standards office for more information. Words in italic type are legal words which clarify, rather than alter, the meaning of the relevant clause.

2. Price

- 2.1 The price quoted excludes VAT (unless otherwise stated). VAT will be charged at the rate applying at the time of delivery.
- 2.2 Our quotations lapse after 30 days (unless otherwise stated).
- 2.3 Business customers only: unless otherwise stated, the price quoted to business customers is an illustrative estimate only and the price charged will be our price current at the time of delivery.
- 2.4 Business customers only: rates of tax and duties on the goods will be those applying at the time of delivery.

3. Delivery

- 3.1 All delivery times quoted are estimates only.
- 3.2 If we fail to deliver within a reasonable time after the quoted delivery time, you may (by informing us in writing) cancel the contract, however:
 - 3.2.1 you may not cancel if we receive your notice after the goods have been dispatched; and
 - 3.2.2 if you cancel the contract, you can have no further claim against us under that contract.
- 3.3 If you accept delivery of the goods after the estimated delivery time, it will be on the basis that you have no claim against us for delay (including indirect or consequential loss, or increase in the price of the goods).
- 3.4 We may deliver the goods in instalments. Each instalment is treated as a separate contract.
- 3.5 We may decline to deliver if:
 - 3.5.1 we believe that it would be unsafe, unlawful or unreasonably difficult to do so; or
 - 3.5.2 the premises (or the access to them) are unsuitable for our vehicle.
- 3.6 We may charge you for storage (and abortive delivery costs) if you do not accept delivery at the quoted delivery time (or any later time agreed in writing).

4. Risk

- 4.1 The goods are at your risk from the time of delivery.
- 4.2 Delivery takes place either:
 - 4.2.1 at our premises (if you are collecting them or arranging carriage); or
 - 4.2.2 at your premises or address specified by you (if we are arranging carriage).
- 4.3 You must inspect the goods on delivery. If any goods are damaged or not delivered, you must write to tell us within three days of delivery or the expected delivery time. You must give us (and any carrier) a fair chance to inspect the damaged goods.

5. Payment terms

- 5.1 You are to pay us in cash or in cleared funds on or prior to delivery, unless you have an approved credit account.
- 5.2 Business customers only: If you have an approved credit account, payment is due nett monthly, that is at the end of the month following the month of the date of our invoice, unless otherwise agreed in writing.
- 5.3 If you fail to pay us in full on the due date we may:
 - 5.3.1 suspend or cancel future deliveries;
 - 5.3.2 cancel any discount offered to you;
 - 5.3.3 Business customers only: charge you interest at the rate set under s.6 of the Late Payment of Commercial Debts (Interest) Act 1998;
 - a. calculated (on a daily basis) from the date of our invoice until payment;
 - b. before and after any judgment (unless a court orders otherwise);
 - 5.3.4. Consumers only: Charge you interest at a rate equivalent to the rate set for business debts under s.6 of the Late Payment of Commercial Debts (Interest) Act 1998;
 - 5.3.5 claim fixed sum compensation from you under s.5A of that Act to cover our credit control overhead costs; and
 - 5.3.6 recover (under clause 5.8) the cost of taking legal action to make you pay.
- JMS 2, 1, 6, 1 (11276)
- 5.4 If you have an approved credit account we may withdraw it or reduce your credit limit or bring forward your due date for payment. We may take any of these actions at any time and without notice.
- 5.5 Business Customers only: you do not have the right to set off any money you may claim from us against anything you may owe us.
- 5.6 Consumers only: you may only set off money you claim from us against money you owe us with our written agreement and on such terms as we may state.
- 5.7 While you owe money to us, we have a right to keep any property we may hold of yours until you have paid us in full (a lien).
- 5.8 You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly and including finance costs, legal costs on a full indemnity basis and the costs of instructing a debt collection agency to recover a debt due to us if any) following any breach by you of any of your obligations under these terms.
- 5.9 Consumers only: clause 5.8 means that you are liable to us for losses we incur because you do not comply with these terms. We may claim those losses from you at any time and if we have to take legal action we will ask the court to make you pay our legal costs.

6. Title

- 6.1 Consumers only: your statutory rights are unaffected.
- 6.2 Business customers only: until you pay all debts you may owe us:
 - 6.2.1 all goods supplied by us remain our property;
 - 6.2.2 you must store them so that they are clearly identifiable as our property;
 - 6.2.3 you must insure them (against the risks for which a prudent owner would insure them) and hold the policy on trust for us;
 - 6.2.4 you may use those goods and sell them in the ordinary course of your business, but not if:
 - a. we revoke that right (by informing you in writing); or
 - b. you become insolvent.
- 6.3 Business customers only: you must inform us (in writing) immediately if you become insolvent.
- 6.4 Business customers only: if your right to use and sell the goods ends you must allow us to remove the goods.
- 6.5 Business customers only: we have your permission to enter any premises where the goods may be stored:
 - 6.5.1 at any time, to inspect them; and
 - 6.5.2 after your right to use and sell them has ended, to remove them, using reasonable force if necessary.
- 6.6 Despite our retention of title to the goods, we have the right to take legal proceedings to recover the price of goods supplied should you not pay us by the due date.
- 6.7 You are not our agent. You have no authority to make any contract on our behalf or in our name.

7. Warranties

- 7.1 We warrant that the goods:
 - 7.1.1 comply with their description on our acknowledgement of order form; and
 - 7.1.2 are free from material defect at the time of delivery (as long as you comply with clause 7.4).
 - 7.1.3. Natural products such as timber or quarried products may vary in grain or shading from the samples supplied.
 - 7.1.4. If materials are supplied at the request of the customer to be a specific grade, no warranty is given that the grade will be suitable for the purposes required by the customer.
- 7.2 Business customers
 - 7.2.1. We give no other warranty (and exclude any warranty, term or condition that would otherwise be implied) as to the quality of the goods or their fitness for any purpose.
- 7.3 Consumers only: the warranty in clause 7.1 is in addition to your statutory rights.
- 7.4 If you believe that we have delivered goods which are defective in material or workmanship, you must:
 - 7.4.1 inform us (in writing), with full details within:
 - a. 48 hours of delivery if defect, damage or variance is reasonably discoverable on careful examination on delivery; or
 - b. six months of supply if defect, damage or variance is not reasonably discoverable on careful examination on delivery;
 - 7.4.2. any damage to fully finished frames must be recorded on the delivery note at the time of delivery; and you must allow us to investigate (we may need access to your premises and product samples).
- 7.5. If the goods are found to be defective in material or workmanship (following our investigations), and you have complied with those conditions in clause 7.4) in full, we will (at our option) repair or replace the goods or refund the price.
- 7.6 We are not liable for any other loss or damage arising from the contract or the supply of goods or their use, even if we are negligent, including (as examples only);
 - 7.6.1 direct financial loss, loss of profits or loss of use; and
 - 7.6.2 indirect or consequential loss
- 7.7 Our total liability to you (from one single cause) for damage to property caused by our negligence is limited to £500,000.
- 7.8 Where we are not the manufacturer of the goods supplied by third parties our liability is limited only any benefit that we may receive under any manufacturer warranty or guarantee of the goods.
JMS 2, 1, 6, 1 (11276)
- 7.9 For all other liabilities not referred to elsewhere in these terms our liability is limited in damages to the price of the goods.
- 7.10 Nothing in these terms restricts or limits our liability for death or personal injury resulting from negligence.
- 7.11 Nothing in these terms affects or limits our liability for fraudulent misrepresentation.

8. Specification

- 8.1 If we prepare the goods in accordance with your specifications or instructions you must ensure that:
 - 8.1.1 the specifications or instructions are accurate;
 - 8.1.2 goods prepared in accordance with those specifications or instructions will be fit for the purpose for which you intend to use them;
 - 8.1.3 your specifications or instructions will not result in the infringement of any intellectual property rights of a third party, or in the breach of any applicable law or regulation; and
 - 8.1.4 you are responsible for rechecking your specification or instructions to verify they meet your requirements.
- 8.2 Business Customers only: We reserve the right;
 - 8.2.1 to make any changes in the specifications of our goods that are necessary to ensure they conform to any applicable safety or statutory requirements; and
 - 8.2.2 to make without notice any minor modifications in our specifications we think necessary or desirable.

9. Return of goods

- 9.1 We will accept the return of goods from you only:
 - 9.1.1 by our prior agreement (confirmed in writing);
 - 9.1.2 on payment of an agreed handling charge (unless the goods were defective when delivered); and
 - 9.1.3 where the goods are as fit for sale on their return as they were on delivery.

10. Cancellation

- 10.1 You may not cancel the order unless we agree in writing (and clauses 3.2.2 and 11.2 then apply).
- 10.2 If the order is cancelled (for any reason) you are then to pay us for all stock (finished or unfinished) that we may then hold (or to which we are committed) for the order.
- 10.3 We may suspend or cancel the order, by written notice if:
 - 10.3.1 you fail to pay us any money when due (under the order or otherwise);
 - 10.3.2 you become insolvent;
 - 10.3.3 you fail to honour your obligations under these terms.

11. Waiver and variations

11.1 Any waiver or variation of these terms is binding in honour only unless:

11.1.1 made (or recorded) in writing;

11.1.2 signed on behalf of each party; and

11.1.3 expressly stating an intention to vary these terms.

11.2 All orders that you place with us will be on these terms (or any that we may issue to replace them). By placing an order with us, you are expressly waiving any printed terms you may have to the extent that they are inconsistent with our terms.

12. Force majeure- business customers only

12.1 If we are unable to perform our obligations to you (or able to perform them only at unreasonable cost) because of circumstances beyond our control, we may cancel or suspend any of our obligations to you, without liability.

12.2 Examples of those circumstances include act of God, accident, explosion, war, terrorism, fire, flood, transport delays, strikes and other industrial disputes and difficulty in obtaining supplies.

13. Performance

13.1 Unless otherwise agreed in writing you must, at no cost to us:

13.1.1 erect, maintain, dismantle and move all scaffolding and plant required for the work;

13.1.2 provide any water supply, artificial lighting and electric power required for the work;

13.1.3 unload goods, plant and material immediately on arrival at the place of delivery and provide secure and dry storage and other reasonable facilities; and

13.1.4 ensure that all safety, health, welfare facilities and arrangements (where applicable) comply with current health and safety legislation.

13.2 You must keep all joinery supplies in well stored and dry place. White joinery supplies must be primed or stained immediately on receipt. Any subsequent cut service must be primed or stained before fixing in position.

13.3 We shall carry out work on a continuous basis during normal working hours (see clause 2.3) and the price is fixed accordingly. We will make additional charges if we are:

13.3.1 denied access;

13.3.2 waiting on site; and returning on site to commence or continue work due to clauses 13.3.1 and 14.3.2.

14. General

14.1 English law is applicable to any contract made under these terms. The English and Welsh courts have non-exclusive jurisdiction.

14.2 Any dispute arising out of the contract may be referred to the arbitration of an agreed arbitrator, or, failing that, an arbitrator appointed by the Chartered Institute of Arbitrators.

14.3 If you are more than one person, each of you is liable for all of your obligations under these terms (joint and several liability).

14.4 If any of these terms are unenforceable as drafted:

14.4.1 it will not affect the enforceability of any other of these terms; and

14.4.2 if it would be enforceable if amended, it will be treated as so amended.

14.5 We may treat you as insolvent if:

14.5.1 you are unable to pay your debts as they fall due; or

14.5.2 you (or any item of your property) becomes the subject of:

a. any formal insolvency procedure (examples of which include receivership, liquidation, administration, voluntary arrangements (including a moratorium) or bankruptcy);

b. any application or proposal for any formal insolvency procedure; or

c. any application, procedure or proposal overseas with similar effect or purpose.

14.6 Business customers only: all brochures, catalogues and other promotional materials are to be treated as illustrative only. Their contents form no part of any contract between us and you should not rely on them in entering into any contract with us.

14.7 Business customers only: any notice by either of us which is to be served under these terms may be served by leaving it at or by delivering it to (by first class post or by fax) the other's registered office or principal place of business. All such notices must be signed.

14.8 No contract will create any right enforceable (by virtue of the Contracts (Rights of Third Parties) Act 1999) by any person not identified as the buyer or seller.

14.9 The only statements upon which you may rely in making the contract with us are those made in writing by someone who is our authorised representative and either:

14.9.1 contained in our estimate (or any covering letter) and not withdrawn before the contract is made; or which expressly state that you may rely on them when entering into the contract.

14.10 Please note that we may transfer personal information about you to those we may appoint to administer your account or recover amounts owing. That may include, for example, passing information about you to our insurers, debt recovery agents and solicitors, if you fail to pay us.