

Lister Trade Frames Ltd, Govan Road, Fenton, Stoke on Trent, Staffordshire. ST4 2RS. Web: www.listertf.co.uk Email: Sales@listertf.co.uk Fax: 01782 391901

Please be assured that we endeavour to provide all our customers with high quality products and services. In order to accomplish this we adhere to strictly tested guidelines, which enable us to serve you in the most efficient and cost effective way. The points listed below highlight some of our requirements which should help us to avoid any misinterpretation.

Quotes, Orders and Confirmation Dates

We provide detailed standardized Quote & Order forms for you to use. These are tailored to our processing and production procedures prompting you to supply all the relevant details needed for us to produce your quote or order both accurately and speedily to the desired specification. Therefore it is vital that you use these forms to submit your requirements to us.

Please remember that **we can only assign a confirmation date to your order once it has been signed by you, on our standardized forms.** We are unable to proceed to process your instructions until this has been done. As a result any information received by us not on our standardized forms has to be transferred from your format to ours by our sales staff who then fax or post it back to you to check, sign and return. This process is obviously very time consuming for our staff and it may also result in you missing a desired delivery date while we await these details from you. With this in mind please assist us to serve you better by using our standardized quote & order forms from the outset.

When filling in our standardized forms please remember the following very important points:-

1. All frames / roofs / conservatories are viewed from the outside
2. All sizes are finished overall sizes in metric
3. Cills and extensions are included in the overall heights and widths of frames
4. All measurements for bays bows porches conservatories, are internal sizes unless otherwise stated
5. Arrows on frames and roof vents always point to hinges

It is important to remember that we supply a bespoke product, manufactured frames, roofs and conservatories. Because of this, if you convert a quote into an order, it is very important that you inform us of this and **supply the original quote number.** If any specifications change from the quote to order then this may affect the final price. In this event we will not be held responsible for any changes from the quoted price to the final price. We will have taken every care to ensure that the quote we supply to you is accurate. However, it is vital that you check it carefully to confirm this because it is not impossible for misinterpretation of information during data transfer to occur and Listers will not be held to this price should this happen.

Please ensure that your instructions are correctly filled out on our standardized forms before you sign your order. **By signing our standardized form you are instructing Listers to manufacture only what has been written on the form either by yourself or by an assistant at Listers** and that this information supersedes any previous instructions whether written or verbal including previous quotations prepared by us or orders that were not originally on our standardized forms. In summary **please check all details are correct before you sign.** We will not be held responsible for information that is not recorded (in the absence of instructions to the contrary, Listers will always revert to the industry standard e.g. midrail heights etc) or information that has been incorrectly interpreted after you have checked and signed our standardized form.

Free of Charge Deliveries – Please Read these Terms

We are happy to deliver your goods at no extra charge (minimum order values apply). This includes your Window & Conservatory projects when the full delivery information is supplied on our standardized order forms at point of order. Our delivery service for these items is available from Monday to Friday 8.00am to 4.00pm. Please remember that we cannot provisionally book a slot for a delivery but can confirm your delivery as soon as we have received all of the following details in writing –

1. The complete accurate delivery address, including house number and post code.
2. The date that the delivery is required
3. The time that the delivery is required i.e. AM / PM or anytime in the day

(If a specific delivery time is required, this can be accommodated for a charge of £25. If this is requested at point of order, we guarantee to arrive on site within 15 minutes before or after the agreed time. If we fail to arrive within this 30 minute “window” then the delivery charge will be refunded. Other than this, exact timings are not possible, but if you require a more specific time slot then we may be able to accommodate you subject to the availability of the following “estimated” time periods which are between: 8.00am to 9.00am / 9.00am to 10.00pm / 10.00pm to 11.00am / 11.00am to 12.00pm / 12.00pm to 1.00pm / 1.00pm to 2.00pm / 2.00pm to 3.00pm / 3.00pm to 4.00pm) If we are unable to accommodate your requested **free of charge** time slot, we will endeavour to notify you of the new time as early as possible.

Because of the popularity of our delivery service we ask you to consider the following points

- a. Goods under the value of £200.00 net, will be subject to a minimum delivery charge of £10.00 +vat
- b. Due to the fact that only one delivery person will be sent with your delivery **a capable representative from your company must be present on site to accept the delivery and help to unload the vehicle. This cannot be the householder or end user.**
- c. **If you or your representative are not present when we arrive at your site our delivery person can only wait for a maximum of 15 minutes before leaving.**
- d. If after waiting 15 minutes our delivery person has to leave without fulfilling the delivery, then you may collect the goods from us or arrange a future delivery. Please be aware that in these circumstances a **standard charge of £30.00 +vat will be applied to unfulfilled deliveries.**
- e. Any discrepancies, damage or shortages must be brought to our attention within 48 hours of the delivery or collection.
- f. Please note that cancellations of, or amendments to delivery times/dates or addresses will be subject to an administrative charge of £20.00 +vat. Amendments must be made in writing.
- g. Window & Conservatory projects that have originally been requested for collection by yourself from your local Branch can be re-arranged for a delivery and will be subject to a standard charge of £30.00 +vat
- h. Sometimes due to factors outside our control there may be occasions when we fail to fully meet your expectations with your delivery. Should this be the case we would seek your co-operation and ask you to remember that we do strive to meet all of your requirements with this **free of charge service.**

Third Party Cheques

It may only be possible to accept a third party cheque (i.e. – your customers cheque) if presented at least 10 working days prior to collection or delivery of goods with the prior agreement of the accounts department. However we do not accept third party cheques at point of delivery or collection. For more information please contact our sales department.

Amendments to Orders

It is imperative that you inform us of any amendments in writing as soon as possible so that we can stop any work in progress and assess the cost of making the requested changes. We will then confirm your request before the work recommences. No amendments can be made without your written confirmation. Verbal requests to amend orders cannot be accepted. Also please be aware that any amendment may result in delays to previously confirmed collection / delivery dates.

Refunds & Returns

It may be possible at the management's discretion to accept back and refund you for standard non bespoke items such as items purchased from our trade counter. These items must be returned to us in a resalable condition and such refunds may be subject to a 15% restocking charge. In most cases refunds are repaid as credit notes. Should you require us to refund you in the same method in which you paid us this may be arranged at the management's discretion. Large cash or cheque refunds will require 48 hours notice to allow the necessary arrangements to be made with our accounts department.

Thank you very much for your assistance and attention to these important matters. We look forward to serving you.