



Customer Welcome Pack

Helpful information on how to care for your doors, storage advice and finishing options.

www.greentreedoors.co.uk

Telephone: 01246 813131

Email: sales@greentreedoors.co.uk

Welcome

Thank you for placing your order with **GREENTREEDOORS**

In this welcome pack you will find helpful information on how to care for your doors to ensure you get the most out of them; from storage advice to finishing options. Please make sure you read all the information provided, especially the sections on checking your delivery and our returns process.

If you have any other questions, please do not hesitate to call us.

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Receiving Delivery

When you take delivery of your items, please make sure to check them over before signing for them. Courier damage is rare and signing for your items without inspection will mean that if damage is found later, we can't claim for damage in transit and we may need to charge you if you require a replacement or return.

Storing your items

If you are not installing your items straight away, please make sure that each door is

- Laid flat in the original packaging, in a dry room
- Away from any heat sources and direct sunlight
- Not stored in a newly plastered room (due to the high moisture content in the air).

Remember to leave any packaging on your doors until you are ready to install to ensure maximum protection. Please also note that if you decide to return your doors for any reason, we require them to be in their original packaging to ensure safe transit back to our warehouse.



Finishing your items

External Frames – All our frames require finishing before installation. It is essential to finish your frames with lacquer or paint that provides adequate protection to the timber. The use of any other finish will invalidate the warranty or guarantee that the product originally had. Make sure to follow the manufacturers guidance to finishing your item with the number of coats and drying time recommended.

Internal Doors & Frames – All our unfinished and white primed doors must be completely finished before installation. To ensure the guarantee is still valid, your items must be finished with a paint, stain or varnish suitable for internal joinery. The use of any other finish will invalidate the warranty or guarantee that the product originally had.

The following are unsuitable for our internal doors:

- Waxes
- Polishes

Make sure to follow the manufacturers guidance to finishing your item with the number of coats and drying time recommended.

Installation

As timber is a natural material, incorrect installation could lead to warping or bowing as their structure may be put under stress that they are not designed to take. Please ensure you have the correct brickwork opening before starting installation. Any alterations to your items means they cannot be returned. We recommend the use of a professional tradesman for installation to ensure a suitable process is used.

Maintenance

Any timber product requires maintenance to ensure it has a long life. It is important to check for signs of breakdown in the finish. Exposure to the elements, as well as daily wear and tear can cause weakness points that may need touching up.

All unfinished and white primed products that are finished by you should be maintained inline with the paint/stain manufacturers guidelines.



Maintenance cont'd

For our **fully finished doors** we recommend the following steps:

- Wipe down the doors twice a year with a soapy solution.
- All hinges and moving parts to be lubricated once a year, they should not be painted.
- Weather seals, checked and cleaned.
- Any bare wood patches need to be treated or primed again.

Returns

If you are unhappy with the product you received, you can return it to us within 30 days. If your items are not damaged and you have simply changed your mind or ordered the wrong item, there will be a collection and restocking charge which will be deducted from your refund once the items have been received into our warehouse and checked. Please allow 3 to 5 working days from us receiving your returned items, for your refund.

If you would like to exchange your order for a different size or style, we ask that you place a new order and we will arrange for collection of the original item/s. Once we receive the item back into our warehouse we will issue you a refund, minus the collection and restocking charge, within 3 to 5 working days.

Return fees are as follows:

- 1-2 doors - £36
- 3-5 doors - £51
- 6+ doors - £60
- Bifold - £60
- Frames—£20

You are more than welcome to arrange the return yourself at your own cost. However, please ensure the doors are packaged correctly as any returned items that are damaged in transit cannot be refunded.



Damages

It is very important to check your delivery before accepting it. In the unlikely event you receive your item damaged, please ensure you either refuse delivery or sign for it damaged. Please contact us immediately on 01246 813131 to let us know. If you have the damaged items, photos will be required in order for us to log the claim.

We will then arrange either a credit, replacement or partial refund. We cannot accept damage claims if the damage is noticed after delivery.

We hope you enjoy your Green Tree Doors product.

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