



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 Green Tree Doors

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. We strongly recommend that you do not book fitters until your order has been checked and received.

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

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Receiving Delivery

When you take delivery of your items, please make sure to check the packaging before signing for them. If there is **ANY** sign of damage on the packaging, please sign for them as "**damaged.**" Although courier damage is rare, 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.

Please do not attempt to install any defective product. We will replace any damaged or defective item, and return the original goods to our suppliers. Installation is deemed acceptance that the product is fit for purpose.

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.

Bifold Frames

Our Bi-fold frames are supplied in 4 different sizes. You will be supplied with a frame large enough for your opening. Because of this, you may need to cut the frame to the exact size required.

Frosted Glass

Please note our frosted glass doors are acid etched on one side. This means the other side has a smooth finish. Because of this, please check that you are hanging the doors the same way as light can reflect differently through the doors depending on which way round they are hung. After finishing the doors and prior to hanging, please remove the protective film to ensure you are hanging the doors with the frosted side of the glass facing the way you desire. If you are hanging the doors as a pair or a bifold, please ensure the frosted side faces the same way on each door.

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.

Please do not attempt to install any defective product. We will replace any damaged or defective item, and return the original goods to our suppliers. Installation is deemed acceptance that the product is fit for purpose.

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.

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 - £55
- 6+ doors - £88
- Bifold - £88
- Frames - £25

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. If there is **ANY** sign of damage on the packaging, please sign for your order as "**damaged.**" Although courier damage is rare 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.

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 not reported to us within 24 hours.

We hope you enjoy your Green Tree Doors product.

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