

WELCOME PACK

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

Delivery

We offer a white glove service for most standard deliveries on doors to UK mainland with our courier company DCTV. We believe our customers would much rather know when to expect their delivery, so although your order may take up to 10 working days to arrive, we can all relax knowing it will turn up when you expect it.

For Frames and larger orders we use TNT or Bow Distribution, and we ask all customers to please check your items before signing for them. If there is any sign of damage on the packaging please sign for them as "damaged". Signing for your items without inspection will mean that if damage is found later we cannot 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 will return the original goods to our suppliers. Installation is deemed acceptance that the product is fit for purpose.

Please note deliveries are Monday to Friday – 8am – 6pm unless special arrangements have been made and you have been contacted.

Storage

If you are not installing your items straight away, please make sure each door is laid flat in its original packaging, in a dry room, away from heat sources and direct sunlight and not in a newly plastered room. Leave the packaging on until installation. If you decide to return your doors they need to be in their original packaging to ensure safe transit.

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.

Glazing

Some, but not all of our unfinished doors, have a protective film on the glass. Please ensure you remove this film from the glass prior to hanging to make sure you are happy with the glass and to ensure there are no defects.

As per our Terms & Conditions, installation is deemed acceptance that the product is fit for purpose.

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 check the frosted glass is 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.

Our frosted glass is 'acid etched' and sometimes, as a result of the manufacturing process, the doors may appear to have clear patches on the glass. Please don't worry, this effect is usually caused by a substance 'filling in' the glass etching and turning it almost transparent (usually caused by silicone). It can be removed with white spirits or methylated spirits and vigorous rubbing of the transparent patch with a lint-free cloth. Once the spirit has been applied, please leave the glass to dry and it should become obscure again.

Finishing

All our frames require finishing before installation. Finish with lacquer or paint that provides adequate protection. The use of any other finish will invalidate the guarantee.

All unfinished and white primed doors must be finished before installation. Please don't worry if there are small marks or scuffs on the white primed doors, these will be covered when you finish the doors. To ensure the guarantee is still valid, doors must be finished with paint, stain or varnish suitable for internal joinery. The use of any other finish will invalidate the guarantee. Waxes and polishes are unsuitable for our internal doors.

Installation

Please ensure you have the correct brickwork opening before starting installation.

Any alterations to your items will mean they cannot be returned.

We strongly recommend the use of a professional tradesman for installation.

Returns

If you are unhappy with your order, 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/s back into our warehouse we will issue you with a refund minus the collection and restocking charge. Please allow 3 to 5 working days.

Return fees are as follows

Doors - £36 & £10 per additional door/item * Bifolds - £88 * Frames - £25 * Vestibule Frames - £36

You are 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 damage to the packaging please sign for it as "damaged". This enables us to claim against the delivery company if we then find out your items inside the packaging are damaged. Please contact us immediately to let us know (within 24 hours.) If you have received 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. 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.

Thank you for reading our Welcome Pack

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