

TERMS AND CONDITIONS

1. GOING AHEAD AND PAYMENT

- 1.1 When doors or other products are sold on a supply only basis and not fitted by us, you must pay in full at the time you place your order which once ordered is non-refundable.
- 1.2 All supply and fit jobs require a 50% deposit with order which is non-refundable, and the final 50% paid on completion of installation and should be paid on the same day work is completed to installer.
- 1.3 If your final balance payment is not received by us (for example, if your debit or credit card declines or your cheque is declined by your bank) or if you otherwise fail to make your final balance payment to us upon completion of the installation of the product(s) ordered, we may instruct internal or external debt collectors to collect the monies due from you under the contract. Where we instruct any debt collector, we reserve the right to charge you, in addition to the overdue amount and accrued interest and any other remedies or rights that we may have, for any charges reasonably incurred by us in instructing a debt collector. Orders that remain unpaid after the due date shall be subject to an interest charge of 20% per annum above the Bank of England base rate from time to time. Interest will accrue daily from the due date until the date of actual payment of the overdue amount, whether before or after judgement. You must pay us this interest together with the overdue amount.
- 1.4 All goods remain property of Promatic Ltd until paid in full. If unpaid goods will be removed and an extra cost will occur for removal.
- 1.5 Repair jobs must be settled in full with our engineer on completion of works.

2. CANCELLING ORDERS/ RETURNS

- 2.1 When we receive your order, we process it as soon as we can. If you cancel an order where the door or other product is a stock item, we will lose the time we have spent on your order up to the time at which you cancel and so we reserve the right to charge you a cancellation fee which is sufficient to cover our lost expenses and handling charges.
- 2.2 If you cancel a special-order product after we have started manufacturing it, you will be liable for all associated costs.
- 2.3 Non-stock goods cannot be returned, this will include made to measure, personalised items or those additional features.
- 2.4 If you provide us with measurements, once ordered you agree that the product is the correct size and or description and therefore, we are not liable if the item arrives, and you are not able to fit it.

3. OUR PRODUCT

- 3.1 The images of the products in our brochure, our visualisation application and/or on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours or the printed pictures in our brochure accurately reflects the colour of the products. Your product may vary slightly from those images.

4. ESTIMATES AND INSTALLATION

- 4.1 All estimates are valid for twenty-eight days from the date of issue, during which you are entitled to make an order. After 28 days, you must ask for a new estimate from us.
- 4.2 The company does not accept any responsibility for conditions occurring due to uneven or sloping floors however every effort will be made to ensure that water ingress is kept to a minimum.
- 4.3 Structural modifications are not included in the quotation such as making good of brickwork, pointing, rendering, floor or timbers which has been damaged during installation and which is not caused by our negligence in installing the door or other products and will be the customer's responsibility. Doors will be installed true and square which may exaggerate sloping walls and floors.
- 4.4 Very occasionally, an existing opening or wall can be in a slightly "out of square" condition. If this is obvious at the time the estimate is given, we will make this clear to you and may advise you against having the door or other product installed. However, if it only becomes apparent when the new door or other product is installed, our fitters will advise you of the situation and seek your confirmation that you would like them to try their best to install the door or other product to operate as efficiently as possible within that opening or wall, although we cannot guarantee its effectiveness where the door or other product has been installed against our advice.
- 4.5 You are responsible for ensuring the area where the products are to be fitted and we cannot be held responsible for any loss or damage caused to items not removed or adequately protected by you unless the loss or damage is caused by our negligent work.
- 4.6 Please ensure we have sufficient access into the garage for the products we are fitting.

5. YOUR RIGHTS TO MAKE CHANGES

- 5.1 All If you wish to make a change to the product(s) you have ordered please contact us. We will let you know if the change is possible and whether there is a charge for making the change.
- 5.2 If you wish to change the order whilst we are manufacturing your product, there may be a charge for the additional cost of making the change in the product and for the additional time needed to make the change. We will tell you the charge before we make the change.
- 5.3 We will not be able to make any changes that alter the size of the product(s) you ordered.

6. WARRANTIES

- 6.1 All products come with manufacturer's warranty.
- 6.2 Motor and automation come with manufacturer's warranty.
- 6.3 Promatic Ltd does not cover any call outs to products within warranty.
- 6.4 Any products installed by Promatic Ltd come with 12 months installation warranty.
- 6.5 No warranty is given or implied by Promatic Ltd if the motor or product has been fitted by another company.

