

Island Sashcraft Ltd – Terms and Conditions

Date: 26.07.25

This document applies to the services provided by Island Sashcraft Ltd, AMP Locksmiths and Window Repair, and WindowPro, as applicable based on the estimate and scope of work provided.

1. Contact Information:

Island Sashcraft Ltd
AMP Locksmiths and Window Repair
WindowPro
St Helier, Jersey, Channel Islands, JE2 3UZ
Email: info@islandsashcraft.co.uk
Phone: 07797966916
Company Registration Number: 35276

2. Service Descriptions:

- a. Window Servicing and Draught Proofing (Optional):
 - Estimate covers servicing and optional draught proofing of sash windows, improving integrity, operation, and sound/draught reduction.
 - Includes cleaning sash boxes, lubricating pulleys, adjusting/replacing cords, balancing weights, fitting brushes (optional), and realignment.
 - Rot repair is excluded. Rot estimates are based on visible conditions and subject to change as hidden damage may emerge. Additional work is billed at £55/hr plus materials.
 - b. UPVC Window Maintenance:
 - Includes cleaning, lubricating, and adjusting mechanisms, seals, locks, handles, and hinges.
 - Charged at £65/hr plus materials for work beyond standard servicing.
 - c. Locksmith Services:
 - Includes emergency lockouts, lock replacements, handle/gearbox/cylinder repairs, and adjustments.
 - Proof of residence or authorisation required for entry services.
 - Destructive entry only with customer consent.
 - Emergency call-outs incur charges disclosed in advance.
 - These services follow the same terms for payment, deposits, and cancellations.
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3. Materials and Parts:

- a. Included materials: waxed sash cord, parting bead, sealants, fastenings, gaskets, lubricants, etc., as applicable.
 - b. Additional weights: £15 per 0.5 kg.
 - c. New fasteners/sash pulleys: £30 each.
 - d. Specialist services (joinery, glazing, decorating): additional charges apply.
 - e. Glass breakage due to age/movement: £40/hr for labour plus material cost.
 - f. Supplier price increases may be passed on during works with prior agreement.
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4. Specialist and Elevated Work:

a. Window Relocation & Glazing:

- Severely damaged sashes may be removed and boarded; glazing and puttying handled by professionals. Putty must cure 14 days before painting.

b. Work Above Ground Level & Scaffolding:

- Work above first floor or requiring access equipment incurs additional charges (£100–£250 flat/ hourly).
 - Scaffolding hire may range from £200–£600/day. Confirmed with customer in advance.
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5. Access and Safety Requirements:

- a. Customer must ensure access to all windows and remove blinds/curtains prior to service.
 - b. Minimum 2m² of clear space required per window.
 - c. No people or pets in the work area during service.
 - d. Failure to comply may cause delays or additional charges.
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6. Use of Photos and Media Sharing:

- a. We reserve the right to take photographs of our work for documentation, marketing, and portfolio purposes, including use on websites and social media.
 - b. If you do not wish photos of your property to be used publicly, please inform us in writing before or during the work.
 - c. Customers may not publish or share photos, videos, or written material relating to our staff, services, or works on social media or other platforms without prior written consent.
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7. Respect and Conduct:

- a. We are committed to providing professional, respectful service and expect the same courtesy in return.
 - b. Abusive, threatening, or discriminatory behaviour towards any representative of Island Sashcraft Ltd, AMP Locksmiths and Window Repair, or WindowPro will not be tolerated.
 - c. We reserve the right to suspend work or withdraw from a job if such behaviour occurs. In such cases, deposits may be retained to cover any costs incurred up to that point.
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8. Payment Terms:

- a. Invoices issued upon completion (less deposit).
 - b. Payment due within 7 days.
 - c. Late payments incur 2% monthly interest.
 - d. Accepted: bank transfer, cheque, or cash.
 - e. Contact us if payment issues arise.
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9. Deposit Requirement:

- a. 25% deposit required within 7 days of estimate acceptance to confirm booking.
 - b. Invoice for deposit issued on acceptance.
 - c. The deposit is retained until the completion of all agreed work, or the final stage if staged. It will not be deducted at the end of any earlier stages.
 - d. If the client cancels after work has begun, any labour undertaken and any materials used or stocked for use will be invoiced in full. The deposit will also be retained to cover incurred costs.
 - e. Paying the deposit confirms agreement to these terms.
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10. Staged Work and Interim Payments:

- a. For staged projects, payment is due at the end of each stage before continuation.
 - b. Interim invoices will be clearly communicated.
 - c. For ongoing or open-ended work, the company reserves the right to issue interim invoices every two weeks for labour and materials to date.
 - d. Non-payment of completed stages or interim invoices may result in suspension of works.
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11. Cancellation and Refund Policy:

- a. By the Customer:
 - i. Cancellations must be in writing (email or letter).
 - ii. Cancel 7+ days in advance to avoid forfeiture.

- iii. Cancellations within 7 days may forfeit the deposit.
- iv. Cancelling before completion of full agreed works forfeits the deposit.

b. By the Business:

- i. In rare cases, cancellations due to unforeseen issues will result in rescheduling or full refund of the deposit.

c. Refund Policy:

- i. Refunds of unspent deposits issued within 7 days.
- ii. Missed appointments/access without notice may forfeit the deposit.

- d. Rescheduling must be requested 7+ days in advance.
 - e. No-shows without notice may result in deposit retention.
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12. Consumer Rights:

- a. Jersey law allows cancellation within 14 days.
 - b. You waive this right once work begins with your consent.
 - c. Accepting the estimate and requesting work to begin within this period is considered written consent.
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13. Warranty and Workmanship Guarantee:

- a. 12-month workmanship guarantee from completion date.
 - b. Covers direct workmanship faults only, not wear and tear, misuse, or third-party alterations.
 - c. Manufacturer warranties passed on where applicable.
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14. Insurance and Liability:

- a. Fully insured under Channel Insurance Brokers policy BAC00000073189, including:
 - Public liability (£5 million)
 - Employers' liability (if applicable)
 - Tools & equipment
 - Legal expenses
 - Personal accident (conditions apply)
 - b. Not liable for pre-existing, hidden, or unrelated damage.
 - c. Customers must disclose known risks (asbestos, electrical faults, structural hazards).
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15. Data Protection and Privacy:

- a. Data stored/processed for service and business purposes only.
 - b. Not shared without consent, unless required by law.
 - c. You may request access or deletion of your data under Data Protection (Jersey) Law 2018.
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16. Client Acknowledgement:

By accepting the estimate and paying the deposit, including via the Tradify system, you:

- Confirm that you have read, understood, and agree to these Terms and Conditions.
- Agree to staged payments where applicable.
- Acknowledge that draught proofing is optional and only included if listed in your estimate.
- Waive your 14-day cancellation right if work begins at your request within that period.
- Confirm these terms apply to the listed business: Island Sashcraft Ltd, AMP Locksmiths and Window Repair, or WindowPro.