



B&D Glazing LTD

Deposit & Balance Payment Terms

Deposit and Cancellation Policy:

Deposit Requirement

The Client shall pay to the Company a deposit equal to fifty percent (50%) of the total contract price no later than seven (7) calendar days prior to the scheduled installation date. Failure by the Client to remit such deposit within the specified timeframe shall entitle the Company, at its sole discretion, to cancel the scheduled services without further obligation.

Balance Payment

Unless otherwise agreed in writing between the Client and the Company, the remaining balance of the contract price shall be due and payable in full upon completion of the installation.

Cancellation by the Client

- a. In the event the Client provides written notice of cancellation via email no later than seventy-two (72) hours prior to the scheduled installation date, the Company shall refund the deposit to the Client in full.
- b. If the Client cancels the services less than seventy-two (72) hours before the scheduled installation date, the Client shall forfeit the deposit in its entirety, and no refund shall be issued.

Missed or Failed Installation Visits:

If our installation team attends site and cannot carry out the scheduled work because the client is not ready, access is unavailable, or required parts are missing (and this is not due to our fault), we reserve the right to apply a **failed visit charge**.

The failed visit charge is intended to cover our wasted labour, travel, and scheduling costs, and will be deducted from the deposit paid.

- Standard failed visit charge: **£600** per team, (2 installers/engineers) per day **£300** per 1/2 day.
- Standard failed visit charge: **£300** (1 installer/engineer) per day **£150** per 1/2 day.
- If actual losses are higher (for example, where a full day of labour for multiple installers is lost), we may deduct a proportionate amount, not exceeding the deposit.
- A further installation date will only be confirmed once the failed visit charge has been settled or deducted.

Acknowledgment

By remitting payment of a deposit, the Client "You" expressly acknowledges and agrees to be bound by the terms and conditions set forth herein.

Issued by:

B&D Glazing LTD

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