

Vision Home Improvements Ltd

Terms & Conditions of Sale & Installation

1. Definitions

- “Company” – Vision Home Improvements Ltd.
- “Client” – any person, household, business or contractor purchasing Goods or Services.
- “Goods” – windows, doors, roofs, blinds, plastics, hardware or any other products supplied.
- “Services” – surveying, installation, or related works carried out by the Company.
- “Contract” – the agreement formed by invoice, quotation, order confirmation, and these Terms.

2. Scope of Contract

Retail Clients (Supply & Fit)

- Covered by Consumer Rights Act and Consumer Contracts Regulations.
- 14-day cancellation rights apply unless products are bespoke (made-to-measure).
- Installation into existing window and door openings is carried out under Certass accreditation and supplied with an insurance-backed guarantee once works are complete and full payment has been received.
- Installation of windows and doors into new openings, or where structural alterations are required, is not covered under Certass or the insurance-backed guarantee. Such works require separate Building Control sign-off, which remains the sole responsibility of the Client to arrange and pay for.

Trade Clients (Supply Only or Supply & Fit)

- Treated strictly as business-to-business contracts.
- Consumer protection laws do not apply.
- No right to cancel once order is accepted.
- Workmanship guarantee may be provided if agreed in writing.

Supply Only

- Risk passes to the Client upon delivery/collection.
- The Client is responsible for correct specifications and measurements.
- No liability accepted for installation by third parties.
- Only manufacturer warranties apply.

Supply & Fit

- Work carried out to industry standards and Building Regulations.
- Hidden issues (rotting timbers, asbestos, defective lintels, services needing alteration) are excluded unless written into the quotation.
- Additional works will be chargeable at fair rates.

3. Cancellation

Retail Clients

- 14-day right to cancel from date of contract.
- Exemption: bespoke products (colours, hardware, glazing, measured goods). These remain payable in full once ordered.
- If works start within the cancellation period, the Client will pay proportionately for services carried out up to cancellation.

Trade & Supply Only Clients

- No cancellation once goods are ordered or manufactured.

4. Payment

- Supply & Fit (Trade & Retail): A 40% deposit is payable on order, a further 40% on the first day of installation, and the final 20% on the day of completion.
- Supply Only (Trade & Retail): A 50% deposit is payable on order, with the remaining 50% due prior to delivery.
- Account Holders: Credit account terms are agreed separately in writing with the Company.
- Late Payment: Interest will be charged at 2.5% per month on overdue balances.
- Ownership & Risk: Goods remain the property of the Company until paid for in full, although risk in the Goods passes to the Client upon delivery or installation.

5. Variations & Extras

- Only items written in the invoice/quotation are included.
- Additional works requested or required will be priced separately.
- Examples: hidden lintel defects, asbestos removal, service alterations (pipes, electrics), access restrictions, redecorating.

6. Client Obligations

- Provide safe access and clear working areas.
- Remove blinds, curtains, furniture and fragile items before works.
- Provide reasonable use of water and electricity.
- Supply Only Clients are responsible for accurate measurements and site conditions.

7. Guarantees & Liability

Retail Supply & Fit

- Insurance-backed guarantee provided via HomePro once works are complete and balance is paid.
- Workmanship guarantee also provided directly by the Company.

Trade Supply & Fit

- Workmanship guarantee may apply where agreed.
- No insurance-backed guarantee unless specified.

Supply Only

- Manufacturer warranty only.
- No responsibility for fitting, site conditions, or consequential loss.

General Exclusions

- Liability is capped at the contract price.
- The Company is not responsible for:
 - Minor cosmetic damage or redecorating.
 - Damage to fixtures/fittings not removed by the Client.
 - Condensation issues.
 - Delays caused by suppliers, weather, strikes or matters outside reasonable control.

8. Risk & Title

- Risk in Goods passes on delivery (supply only) or installation (supply & fit).
- Title to goods remains with the Company until cleared payment is received in full.
- The Company reserves the right to recover unpaid goods.

9. Completion & Acceptance

- Retail contracts: Completion confirmed when the Client signs satisfaction note or snagging list is resolved.
- Trade/Supply Only contracts: Completion occurs on delivery of goods.

10. Delays

- Lead times are estimates.
- The Company is not liable for delays beyond reasonable control.

11. Disputes

- Retail Clients – disputes will be handled under Certass or HomePro ADR schemes before court action.
- Trade Clients – disputes governed by English law with jurisdiction in Croydon County Court.

12. Governing Law

This contract is governed by English law. Nothing in these Terms affects statutory consumer rights.