

Greystone Shutters Ltd

TERMS AND CONDITIONS OF ORDER

These Terms and Conditions (“Terms”) govern all quotations, orders, sales, and installations carried out by Greystone Shutters Ltd, bearing company number 16745428 having their registered office address at 20 Wenlock Road, London, England, N1 7GU (“the Company”).

By accepting a quotation or placing an order, you (“the Customer”) agree to be bound by these Terms and Conditions in full.

Version: 2.1 | Last updated: April 2026 | These Terms apply to all quotations issued by the Company and to any contract entered into between the Company and any domestic, trade, or commercial customer within the United Kingdom for the supply and/or installation of shutters, blinds, or related products.

These Terms comply with: the Consumer Rights Act 2015, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, child safety standard BS EN 13120:2009+A1:2014, the Alternative Dispute Resolution for Consumer Disputes Regulations 2015, and the Digital Markets, Competition and Consumers Act 2024.

1. Definitions

In these Terms and Conditions, the following definitions apply:

Company	Greystone Shutters Ltd, providing made-to-measure window shutters and blinds on a supply-and-fit basis.
Customer	Any individual, partnership, or company placing an order with the Company.
Goods	Made-to-measure window shutters, blinds, components, and any associated products supplied by the Company.
Services	The survey, installation, fitting, and aftercare services provided by the Company.
Order	A Customer’s written acceptance of a quotation issued by the Company, including acceptance by email, signed order form, or other written confirmation, together with payment of the required deposit. An Order constitutes the Customer’s offer to purchase the Goods and/or Services in accordance with these Terms and Conditions.
Contract	The binding agreement formed upon the Company’s written acceptance of an Order following receipt of deposit.
Working Days	Monday to Friday, excluding UK public holidays.
Handmade Product	All shutters supplied by the Company are individually handcrafted and may display natural characteristics of a handmade process.

2. Quotations

1. All quotations are provided free of charge following a survey visit by the Company.
2. Quotations are valid for 30 days from the date of issue unless otherwise stated in writing.
3. All quotations issued by the Company are invitations to treat and do not constitute binding offers. An Order is made when the Customer accepts a quotation in writing and pays the required deposit. The Contract is formed only when the Company confirms acceptance of the Order in writing.
4. Quotations are based on measurements taken during the survey and on the specifications agreed at the time the quotation is issued. Any subsequent changes to the Goods or Services will not form part of the original Contract unless agreed by the Company in writing. Such changes may require a variation to the Contract and may result in a revised quotation, additional charges, and/or changes to the installation timeline.
5. The Company reserves the right to withdraw or amend any quotation at any time before the Company issues written order confirmation. A quotation does not constitute an offer capable of acceptance. A Contract is formed only when the Company issues written order confirmation following Customer's Order.
6. Prices in quotations include VAT at the prevailing UK rate unless expressly stated otherwise. Any change in VAT rate between quotation and invoice will be reflected in the final invoice.
7. Where the Customer supplies measurements, the Company accepts no liability for errors arising from incorrect measurements provided by the Customer.

3. Orders, Payment, and Deposits

3.1 Placing an Order

1. An Order is placed when the Customer confirms in writing that they wish to proceed with a quotation issued by the Company (including by email or signed order form) and pays the required deposit. Such Order constitutes the Customer's offer to purchase the Goods and/or Services in accordance with these Terms and Conditions.
2. All Goods are made to measure and manufactured specifically for each Customer. Orders are therefore non-cancellable once manufacturing has commenced (see Section 8; Cancellations).
3. The Customer is responsible for ensuring all details in the quotation and order confirmation are correct before placing the Order. The Company cannot accept liability for errors not reported within 48 hours of the order confirmation being issued.

3.2 Deposit

1. A deposit equal to 60% of the total Order value is payable when the Customer places an Order. The Company will not commence manufacture of the Goods until the deposit has been received in cleared funds.
2. The deposit forms part-payment of the total Contract price.
3. As the Goods are manufactured to the Customer's individual specification and cannot be reasonably resold, the deposit becomes non-refundable once manufacture of the Goods has commenced.

3.3 Balance Payment

1. The remaining balance is due in full upon completion of installation, before the installation team leaves the Customer's premises.
2. Alternatively, the balance may be requested up to 48 hours prior to the installation date at the Company's discretion.
3. The Company accepts payment by bank transfer, debit card, or credit card. Cheques are not accepted unless agreed in writing in advance.
4. The Company retains full legal ownership of all Goods until payment has been received in full. In the event of non-payment of the remaining balance of the Contract, the Company reserves the right to recover any outstanding balance through the County Court or debt collection services. All reasonable costs incurred in recovering the debt shall be borne by the Customer.

3.4 Late Payment

The Company distinguishes between consumer customers (individuals purchasing for personal or domestic use) and business/trade customers. Different late payment terms apply to each, as set out below.

1. Consumer Customers: If the balance remains unpaid 7 days after the installation date, the Company may charge interest at a rate of 8% per annum on the outstanding balance, calculated on a daily basis from the due date until payment is made in full.
2. Business and Trade Customers: If the balance remains unpaid 7 days after the installation date or invoice date (whichever is later), the Company reserves the right to charge interest under the Late Payment of Commercial Debts (Interest) Act 1998 at the statutory rate of 8% above the Bank of England base rate, accruing on a daily basis from the due date until actual payment. The Company also reserves the right to claim fixed debt recovery compensation as follows: £40 on debts up to £1,000; £70 on debts between £1,000 and £10,000; and £100 on debts over £10,000. Where the Company's actual debt recovery costs exceed the fixed compensation amount, the Company may claim the difference, provided those costs are reasonable.
3. The Company reserves the right to recover any outstanding balance through the County Court or debt collection services. All reasonable costs incurred in recovering the debt shall be borne by the Customer.

3.5 Late Cancellation of Installation Appointment

1. If the Customer cancels or postpones a confirmed installation appointment with less than 5 Working Days' notice, the Company reserves the right to charge a late cancellation fee equivalent to 50% of the installation labour cost for that appointment.
2. Where access to the property is not available at the agreed time and date through no fault of the Company, the same late cancellation charge of equivalent to 50% of the installation labour cost for that appointment.
3. The Company will endeavour to rebook the installation at the earliest mutually convenient date. Any Goods held pending rescheduled installation may attract storage charges as set out in Section 5.5.

3.6 Variations and Changes to Order

1. Any request by the Customer to vary the scope of an Order after the Contract has been formed, including but not limited to adding windows, changing louvre size, upgrading materials, or altering colour or finish must be made in writing to the Company.
2. The Company will assess whether the requested variation is practicable and will notify the Customer of any consequential changes to the price, lead time, or specification. No variation will be actioned until the Customer has confirmed acceptance of those changes in writing and, where applicable, paid any additional deposit required.
3. Where a variation is requested after manufacturing has commenced, the Company cannot guarantee it will be possible to accommodate the change and reserves the right to charge for any abortive work already carried out.

4. Survey and Measurement

1. A pre-installation survey will be conducted by a trained Company representative prior to manufacture. This survey is used to confirm final measurements, assess suitability of the windows, and agree installation requirements.
2. The Customer must ensure that a suitable adult (aged 18 or over) is present at the property during the survey appointment. If the Customer is not present during the survey, the Goods will be manufactured and installed in accordance with the Company's standard practices, unless alternative arrangements have been agreed in writing in advance.
3. The Company will assess the suitability of each window for the proposed shutters. In exceptional circumstances, certain window types, frames, or structures may not be suitable for installation. The Company will advise the Customer accordingly and propose alternatives where possible.
4. Minor variations in the final dimensions of manufactured Goods (within $\pm 2\text{mm}$ per individual panel) are considered acceptable manufacturing tolerances and do not constitute a defect.
5. Warp tolerance: Warp on any component part (vertical or horizontal) shall not exceed 1mm per 300mm of panel length. Products falling within this tolerance will not be considered defective.
6. The Customer accepts that window openings are rarely perfectly square or level. All Goods are manufactured "square and true" to the measurements taken at survey. Where a sill, reveal, or window frame is out of level, the Company will install Goods to the best of its ability, but cannot guarantee a uniform appearance around all edges. It is not the Company's responsibility to correct pre-existing structural unevenness.
7. Where the Customer's property has been altered, renovated, or redecorated between the survey date and the installation date (including but not limited to new plastering, addition of window handles, removal or addition of a windowsill), such changes may affect the measurements and installation conditions on which the quotation and Order were based. Any work required as a result of such alterations will not form part of the Contract. The Company may therefore issue a revised quotation or variation to the Order for any additional work, adjustments, or replacement components required, and the Customer will be responsible for any additional charges associated with those changes.
8. The Customer must disclose to the Company prior to the survey if they are aware of the presence of asbestos, lead paint, or any other hazardous materials within or around the window areas to be surveyed or installed. The Company's survey is not a hazardous materials survey and the Company is not responsible for identifying or managing such materials. If hazardous materials are encountered or suspected during installation, work will be suspended immediately. The Customer will be responsible for arranging safe assessment and remediation by a suitably qualified contractor before installation can be rescheduled. Any costs arising from suspension or rescheduling in these circumstances will be borne by the Customer.

5. Manufacture and Lead Times

1. All Goods are manufactured to order and made to the Customer's specifications. Estimated manufacturing and delivery lead times will be provided at the time of order confirmation. Any lead times provided are estimates only and may vary depending on manufacturing schedules, product specifications, or circumstances beyond the Company's reasonable control.
2. Typical lead times are 8–10 weeks from order confirmation for standard shutters, and up to 16–18 weeks for shaped or bespoke configurations. These are estimates only and will not form part of the Contract. Please note that the Chinese New Year period (typically January to February) may add 2–3 weeks to standard lead times for products sourced from manufacturing partners overseas.
3. The Company will endeavour to meet all stated lead times. However, delays caused by supplier shortages, manufacturing issues, or circumstances beyond the Company's control will not give rise to a right of cancellation or claim for damages, provided the Company notifies the Customer promptly.
4. The Customer will be contacted by the Company to arrange an installation date once Goods are ready. The Customer must confirm an installation date within 14 days of being notified, or storage charges may apply.
5. Goods held in storage at the Customer's request for more than 14 days after the agreed delivery/installation date may attract a storage charge of £25 per week per order.

6. Product Characteristics and Expectations

6.1 Light Control - Not a Blackout Product

Window shutters and blinds are operational window coverings and, by their nature, do not provide complete light exclusion.

1. Due to the design of shutter panels and louvres, light may enter between louvres, around panel edges, and through frame tolerances. The Customer acknowledges that shutters are not marketed as a blackout solution and that total light exclusion cannot be guaranteed.
2. Where shutters are fitted with a tracking system, there will be a light gap at the top of the panel (between the panel and the fascia plate) and at the bottom of the panel (between the panel and the floor or sill), due to the jam bracket used. This gap will not exceed 20mm and is a normal characteristic of tracked installations, not a defect.
3. Where blinds are described as "blackout," this refers to the opacity of the fabric only. The Customer acknowledges that light ingress may still occur around the edges of the blind, through fitting tolerances, or as a result of installation method (including recess or face fitting). Accordingly, "blackout" blinds do not guarantee total light exclusion.
4. Customers wishing to achieve maximum darkness should discuss integrated blackout options at the point of quotation. Even with blackout additions, 100% light exclusion cannot be guaranteed.

6.2 Colour, Finish, and Natural Timber Variation

1. All shutters supplied by the Company are handcrafted products. As such, they will display characteristics inherent in handmade manufacture, including minor variations in finish and fixing points, which are normal and do not constitute defects.
2. Where shutters are manufactured from natural timber, the Customer accepts that natural materials vary in grain pattern, density, and base colour. A 100% colour or grain match against sample swatches, photographs, or previous orders cannot be guaranteed.
3. Where a paint or stain finish is specified, tonal differences may be noticeable under certain lighting conditions, even where a specific colour code has been provided and used. Accordingly, the Company shall not be responsible for such minor tonal variations, and they will not be treated as defects.
4. Minor imperfections not readily apparent at a distance of four feet (approximately 1.2 metres) under normal daylight conditions will not be accepted as defects.
5. Colour samples provided at survey are indicative only. The final manufactured product may differ slightly from the sample. The Customer is encouraged to review samples carefully before placing an Order.

These provisions apply to both shutters and blinds unless otherwise stated.

6.3 Blinds Product Characteristics and Tolerances

Blinds supplied by the Company are made-to-measure products and may display characteristics inherent in textile-based and mechanical systems. The following are considered normal characteristics and do not constitute defects:

- Minor variations in fabric colour, weave, or texture when compared to sample swatches or previous orders.
- Slight creasing, rippling, or waviness in fabric, particularly in larger blinds or during initial installation, which may settle over time.
- Light ingress around the edges of the blind, particularly where the blind is recess-fitted or where window openings are not perfectly square.
- Minor vertical or horizontal misalignment of the blind within tolerances caused by the structure of the window or installation surface.
- Fraying or slight irregularity at fabric edges within manufacturing tolerances.
- Variations in the speed, tension, or smoothness of operation of manual or chain-driven mechanisms.
- Minor operational noise from mechanical components during normal use.

The Customer acknowledges that blinds are not rigid products and will behave differently to shutters in terms of movement, light control, and finish. These characteristics are inherent to the product type and do not constitute a fault.

6.4 Panel Size Limitations and Design Decisions (Shutters Only)

1. All panel specifications are determined by the Company based on structural and aesthetic best practice. Recommended size limits are as follows:
 - Single panel widths: up to 890mm for solid hardwood; up to 750mm for MDF/waterproof products.
 - Panel heights above 1,800mm: a mid-rail (divider rail) will be required and will be incorporated into the design.
 - Double-hung panels: maximum 550mm per panel.
 - Maximum panel height: 3,000mm (exceptions by written agreement only).
 - Mid-rail positioning: where a mid-rail is specified, it will be placed within a 40mm tolerance of the surveyed position, as it must fall between louvres.
 - Maximum hidden tilt height: 1372mm per panel. Where a panel exceeds this a split tilt will be incorporated into the design due to limitations of the tilt mechanism.
2. Where the Customer requests panels outside these specifications, the Company may agree to manufacture them at the Customer's written request. In such cases, the Company's warranty in relation to those panels may be limited, and this will be confirmed in writing at the time of order.
3. Due to the operational weight of large or bi-fold shutter panels, the opening and closing action of panels exceeding 1,800mm in height may require slightly more effort than smaller panels. This is inherent in the product design and is not a defect.

6.5 Subjective Dissatisfaction

1. Refunds or replacements will not be provided solely because the Customer's subjective aesthetic expectations differ from the final installed appearance where the Goods have been manufactured and installed in accordance with the agreed specification. Every window is unique, and bespoke panel sizes and frame positions will vary. The Customer is encouraged to raise any aesthetic concerns before placing an Order.

6.6 Caulking

1. In most installations, shutter frames are caulked to the surrounding wall or reveal to achieve a clean finish. Caulking naturally dries to a slightly darker colour than when first applied and may be susceptible to minor cracking as it cures, particularly in rooms with variable temperatures.
2. Within the first 3 months of installation, should cracking occur, the Company will re-caulk as part of its standard aftercare. After 3 months, caulking is considered a routine maintenance item and is the Customer's responsibility to address. Re-caulking visits after this period may be available at a standard call-out rate.

6.7 Bay Windows and Uneven Structures

1. Bay windows present particular fitting challenges. Where a sill is too narrow for the frame, or where the recess, sill, or ceiling is significantly out of alignment, the Company may be required to face-fix

the bottom of the shutter frame to the front of the windowsill rather than into the recess. This decision will be made by the installation team on the day and represents the best available solution. The Company will communicate this to the Customer on the day of installation.

2. Bifold panels and tier-on-tier shutters may have an inconsistent light gap at the top or bottom edge of the panel due to the increased weight on panels furthest from the hinges. This is a normal characteristic of these product types and is not a defect.
3. Where walls are uneven, open shutter panels may not lie completely flat against the wall when fully open. A degree of movement or "creep" is normal, particularly on bifold and large single panels.
4. Trim or caulking can accommodate gaps of up to 7mm. Gaps in excess of 7mm may require additional trim to be quoted and fitted at extra cost.

6.8 Photography

1. During and upon completion of installation, the Company's installation team may take photographs of the installed Goods and surrounding window area for quality control and record-keeping purposes. These photographs may be referred to in the event of any subsequent quality or warranty dispute. The Customer consents to this by accepting these Terms and Conditions.

6.9 Child Safety

1. All corded blinds supplied by the Company are sourced from suppliers whose products comply with BS EN 13120:2009+A1:2014 and include the required safety devices. All safety devices are installed in accordance with the standard at the time of fitting. Plantation shutters supplied by the Company are operated by fixed tilt mechanisms and contain no hazardous looped cords, and are therefore inherently safe by design in accordance with the requirements of BS EN 13120. The Customer should ensure that all window coverings are operated in accordance with the care instructions provided at installation and that young children are supervised near any operating mechanisms.

7. Installation

1. The Company will install the Goods on the agreed installation date using qualified and trained in-house installation personnel. All installation work is carried out by employees of the Company. The Company does not use subcontractors for installation and accepts full responsibility for the standard of all installation work carried out on its behalf.
2. The Company's installation team will carry out a brief risk assessment upon arrival at the property. If the team considers that conditions at the property present an unacceptable risk to health and safety, including but not limited to unsafe access, structural hazards, or the presence of suspected hazardous materials, they reserve the right to suspend or decline to carry out the installation until those conditions have been addressed by the Customer. In such circumstances, a rescheduling fee may apply.
3. The Customer must ensure clear and safe access to all windows to be fitted on the installation day. Furniture, curtains, blinds, and other obstructions should be removed prior to the installers' arrival.

The removal of existing window coverings (curtain rails, blinds, etc.) is the Customer's responsibility. The Company will not remove existing window coverings and accepts no liability for damage that may occur if asked to do so.

4. A suitable adult (aged 18 or over) must be present at the property throughout the installation. If the Customer is not personally present, any representative present is deemed to have authority to make decisions on the Customer's behalf.
5. Installation involves drilling into walls or window frames. The Customer accepts that minor making-good of drill holes is the Customer's responsibility unless expressly agreed otherwise. The Company is not liable for pre-existing damage to walls, plaster, brickwork, or window frames revealed during installation. The Company will take reasonable care during installation to avoid causing damage to the Customer's property. In the unlikely event that damage is caused directly by the Company's negligence during installation, the Customer should report this before the installation team leaves the premises.
6. Where skirting boards or door sills require cutting to accommodate shutter frames, the Company will assume that flooring continues beneath them unless advised otherwise by the Customer prior to installation. Any such cutting will be noted on the survey form.
7. The Company will install the Goods in accordance with the agreed survey plan. Any changes requested on the day of installation may not be possible and may incur additional charges.
8. Upon completion of installation, the Customer will be asked to inspect the Goods and sign a completion form. Signing the completion form constitutes acceptance that the installation has been completed to a satisfactory standard, subject to the Customer's statutory rights.
9. If the Customer is not satisfied at completion, they should not sign the completion form and should notify the Company in writing within 24 hours detailing the specific concerns.
10. Any snagging issues identified at installation will be remedied at a mutually agreed time. Snagging does not affect the Customer's obligation to pay the balance in full.
11. The Customer must inform the Company prior to installation if they are aware of any concealed pipes, electrical wiring, or other services located within the areas where drilling or fixing may be required. The Company will take reasonable care when carrying out installation works, but shall not be responsible for damage to concealed pipes, wiring, or other services that were not reasonably apparent or disclosed to the Company before installation.

8. Cancellations and Consumer Rights

8.1 Cancellation Before Manufacture

1. Customers who are consumers (purchasing for personal/domestic use) have a right to cancel an Order within 14 calendar days of the Contract date without giving any reason ("Cooling-Off Period") under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, subject to the important qualification in clauses 8.1.2 to 8.1.4 below.
2. As all Goods are made to the Customer's individual measurements and specification, the Company will typically submit orders to its manufacturing suppliers within 2–5 Working Days of receiving the deposit and order confirmation. By signing the order confirmation and paying the deposit, the Customer expressly acknowledges this and requests that manufacturing commences promptly. The Customer accepts that once manufacturing has commenced, the right to cancellation is lost.

3. The Company will notify the Customer in writing (by email) when their order has been submitted for manufacture. This notification constitutes confirmation that the cancellation right has ended. Customers who wish to cancel must do so in writing before receiving this notification. Cancellation requests received after the manufacture notification has been sent will not be accepted and the deposit will be forfeited.
4. Where the Customer cancels in writing before the manufacture notification has been issued, and manufacturing has not commenced, the Customer will receive a full refund of the deposit within 14 days. Where some costs have been incurred prior to manufacture commencing (for example, survey costs or material procurement), the Company reserves the right to deduct those costs from the refund, and will provide an itemised breakdown on request.
5. To cancel, the Customer must notify the Company in writing by email to enquiries@greystoneshutters.co.uk, clearly stating their name, order reference, and intention to cancel. Verbal cancellations will not be accepted.

8.2 Cancellation After Manufacture

6. As all Goods are bespoke and manufactured to the Customer's specific requirements, the right to cancel does not apply once manufacturing has commenced. This is in accordance with Regulation 28(1)(b) of the Consumer Contracts Regulations 2013, which excludes cancellation rights for goods made to the consumer's specification.
7. If a Customer cancels after manufacture has commenced, the Customer will be liable for 100% of the total agreed contract price. As all Goods are bespoke and manufactured to the Customer's individual specification, they cannot be resold, repurposed, or returned to the manufacturer. The deposit paid will be offset against the outstanding balance, and any remaining sum will become immediately due and payable.

8.3 Cancellation by the Company

8. The Company reserves the right to cancel an Order and refund all monies paid if, following the survey, it determines the installation is not technically feasible. In such circumstances, no cancellation fee will be charged.

9. Warranty

9.1 Scope of Warranty

The Company provides a warranty on all Goods and installation workmanship as follows. All warranty periods run from the date of installation unless otherwise stated:

- Shutter panels, frames, and louvres: 5 years against manufacturing defects from date of installation; 10 years for composite shutters from date of installation.
- Hinges, tapes, and operating mechanisms: 2 years against manufacturing defects from date of installation.
- Installation workmanship: 2 years from the date of installation.
- Paint or stain finish: 2 years from the date of installation, subject to conditions in clause 9.3.
- Caulking: 3 months from installation date (see Section 6.6).
- Blind Screens frames: 5 years against manufacturing defects from date of installation
- Blind Screens material: 3 years against manufacturing defects from date of installation.

For blinds, the following warranty periods apply from the date of installation unless otherwise stated in writing:

- Blind mechanisms (including cord, springs, and operating components): 5 years against manufacturing defects.
- Fabric: 5 years against manufacturing defects, excluding normal wear and tear, fading due to sunlight exposure, and environmental factors.
- Installation workmanship: 2 years from the date of installation.

All other warranty terms, exclusions, and conditions set out in this Section 9 apply equally to blinds unless expressly stated otherwise.

9.2 Statutory Rights - 30-Day Right to Reject

Nothing in these Terms and Conditions affects the Customer's statutory rights under the Consumer Rights Act 2015. In particular, consumer customers have the right to reject Goods that are faulty, not as described, or not fit for purpose within 30 days of the installation date and receive a full refund. This statutory right applies regardless of the bespoke nature of the Goods where the fault is a genuine manufacturing or installation defect, and cannot be excluded or limited by the Company.

After the 30-day period, the Customer retains the right to a repair or replacement for up to six months from the date of installation. If the repair or replacement is unsuccessful, the Customer may be entitled to a price reduction or refund. These rights exist in addition to, and are not affected by, the Company's own warranty terms set out in this Section.

The 30-day right to reject and associated statutory rights do not apply where the Customer is dissatisfied on subjective grounds (see Section 6.4) or where the issue falls within the accepted tolerances and product characteristics described in Section 6.

9.3 What the Warranty Covers

The warranty covers defects in materials and workmanship under normal conditions of use, including:

- Warping or twisting of panels beyond the accepted tolerances stated in Section 4.5.
- Failure of hinges, tapes, or mechanisms under normal operating conditions.
- Peeling, cracking, or significant discolouration of factory-applied paint or stain finish, as determined by the Company following inspection.
- Structural failure of frames or panels under normal use.

9.4 Exclusions from Warranty

The warranty does not cover:

- Damage caused by misuse, neglect, or failure to follow the Company's care and maintenance instructions.
- Damage caused by excessive moisture, condensation, or water ingress beyond normal residential humidity levels (unless a waterproof product was specified and supplied).
- Fading or discolouration due to prolonged exposure to direct sunlight.
- Scratches, chips, or impact damage caused after installation.
- Modifications or repairs carried out by the Customer or any third party without the Company's prior written consent.
- Normal wear and tear.
- Damage resulting from building settlement, structural movement, or alteration of the premises after installation.
- Products used in rooms with abnormally high humidity (e.g. swimming pools, steam rooms) unless specifically stated at the time of order.
- Natural timber movement or minor colour variation within the tolerances described in Section 6.2.
- Caulking after the 3-month period described in Section 6.6.

The warranty is personal to the Customer and does not assign or transfer to any subsequent owner of the property or third party.

9.5 Making a Warranty Claim

To make a warranty claim, the Customer must:

- Contact the Company in writing at enquiries@greystoneshutters.co.uk with a description of the defect and photographs where possible.
- Allow the Company's representative reasonable access to inspect the Goods.
- Not attempt to repair or modify the Goods prior to inspection.

The Company will respond to warranty claims within 5 Working Days and, where a valid claim is upheld, will repair or replace the defective Goods at the Company's discretion and cost. Please note that replacement components may not exactly match the colour or grain of original components due to natural variation in materials.

10. Limitation of Liability

1. Nothing in these Terms and Conditions shall limit or exclude the Company's liability for: (a) death or personal injury caused by its negligence; (b) fraud or fraudulent misrepresentation; or (c) any liability that cannot be excluded by law.
2. Subject to clause 10.1, the Company's total liability to the Customer arising under or in connection with the Contract shall not exceed the total price paid by the Customer for the Goods and Services under the relevant Order.
3. The Company shall not be liable for any indirect, consequential, or special losses including but not limited to: loss of profit, loss of use, or damage to property not caused directly by the Company's negligence.
4. The Company is not liable for any pre-existing structural, electrical, or other defects in the Customer's property that are revealed or exacerbated in the course of installation.
5. The survey conducted by the Company is not a general structural survey of the premises. It is limited to assessing the suitability of the windows for the proposed installation. Any defects in the fabric of the building not directly related to the installation remain the Customer's responsibility.

11. Insurance

The Company maintains public liability insurance of £2 million per claim. Evidence of current insurance cover is available upon request.

12. Customer Obligations

The Customer agrees to:

- Provide accurate information and promptly confirm all order details when requested by the Company.
- Ensure safe and unobstructed access to the property for survey and installation appointments, including ensuring that all furniture, fixtures, and existing window coverings are cleared from the relevant areas prior to the Company's arrival.
- Ensure that an adult aged 18 or over is present at the property during all survey and installation visits.

- Notify the Company of any changes to windows, walls, frames, or the surrounding area between the survey date and the installation date.
- Follow the Company's care and maintenance guidance provided at or after installation.
- Notify the Company promptly if any concerns, defects, or issues with the Goods or installation arise.
- Not permit any third party to modify, alter, or attempt to repair the Goods during the warranty period without the Company's prior written consent.

Failure to comply with the above responsibilities may result in delays to installation, additional charges where further visits or adjustments are required, or may affect the validity of any warranty provided by the Company where damage or issues arise as a result of such failure.

13. Promotional Offers and Discounts

From time to time, the Company may offer promotional discounts, seasonal offers, referral schemes, or other incentives ("Promotions"). The following terms apply to all Promotions unless expressly stated otherwise in the relevant Promotion:

- Promotions are valid only for the period stated and may be withdrawn at any time prior to a Contract being formed.
- Promotions cannot be applied retrospectively to Orders already placed or Contracts already formed.
- Only one Promotion may be applied to any single Order unless the Company expressly states otherwise in writing.
- Promotions cannot be combined with each other or with any other discount or offer unless expressly permitted.
- Promotions apply to the value of the Goods and/or Services as set out in the quotation and do not apply to separately quoted additional charges such as storage fees or amendment fees.
- The Company reserves the right to verify eligibility before applying any Promotion to an Order.

14. Force Majeure

The Company shall not be in breach of Contract or liable for any failure or delay in the performance of its obligations if such failure or delay results from events beyond its reasonable control, including but not limited to: acts of God, fire, flood, extreme weather, pandemics, supply chain disruptions, manufacturer delays, shipping delays, government action, or industrial action. In such circumstances, the Company will notify the Customer as soon as reasonably practicable and endeavour to agree a revised timeline.

If the Force Majeure event continues for more than 60 days, either party may terminate the Contract by written notice without liability, except for payment for Goods already manufactured or Services already performed.

15. Intellectual Property

All designs, drawings, specifications, and documents produced by the Company remain the intellectual property of the Company and may not be reproduced, shared, or used by the Customer for commercial purposes without the Company's prior written consent.

16. Third Party Rights

These Terms and Conditions are entered into between the Company and the Customer only. No third party, including but not limited to a tenant, landlord, family member, or subsequent owner of the property, shall have any rights under or in connection with the Contract by virtue of the Contracts (Rights of Third Parties) Act 1999 or otherwise.

17. Data Protection and Privacy

The Company collects and processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Personal data is used solely for the purposes of providing quotations, managing orders, and delivering the Services. The Company will not share Customer data with third parties except where necessary to fulfil the Contract (e.g. suppliers, manufacturers, or service providers involved in fulfilling the Order). The Company's full Privacy Policy is available upon request.

18. Complaints Procedure

1. The Company is committed to providing an excellent level of service. If the Customer is dissatisfied with the Goods or Services, they should first contact the Company in writing at enquiries@greystoneshutters.co.uk or 20 Wenlock Road, London, England, N1 7GU, clearly describing the nature of the complaint.
2. The Company will acknowledge complaints within 2 Working Days and aim to provide a resolution or proposed course of action within 10 Working Days.
3. The Company is not obliged to participate in an ADR scheme but may consider doing so on a case-by-case basis. Where a complaint cannot be resolved to the Customer's satisfaction within 8 weeks of first being raised, the Customer may seek independent legal advice or refer the matter to the courts. Nothing in this clause affects the Customer's statutory rights.
4. Consumer Customers retain the right to refer unresolved complaints to Citizens Advice (www.citizensadvice.org.uk) or Trading Standards at any time.

19. Governing Law and Jurisdiction

These Terms and Conditions, and any Contract formed under them, shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising shall be subject to the exclusive jurisdiction of the courts of England and Wales, although Consumer Customers resident in Scotland or Northern Ireland may bring proceedings in their local courts.

20. General Provisions

1. If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.
2. The Company reserves the right to amend these Terms and Conditions at any time. The version in force at the time of Order confirmation shall apply to that Order.

3. These Terms and Conditions constitute the entire agreement between the parties with respect to the supply of Goods and Services and supersede all prior representations, discussions, and agreements.
4. No failure by the Company to enforce any right shall constitute a waiver of that right.
5. These Terms and Conditions do not affect your statutory rights as a consumer under the Consumer Rights Act 2015 or any other applicable legislation.

Customer Acknowledgement

By signing below, the Customer confirms they have read, understood, and agree to be bound by these Terms and Conditions (Version 2.1).

The Customer also confirms they have been made aware of the product characteristics described in Section 6, including light gap tolerances, natural timber variation, and blackout limitations, and of the additional charges that may apply as set out in Sections 3.5, 5, and 7.

Customer Full Name: _____

Signature: _____ Date: _____

Order Reference: _____