

TERMS AND CONDITIONS

- 1 All materials supplied and fitted by *Lotinga Industrial Doors* remain the property of *Lotinga Industrial Doors* until full payment has been received.
- 2 *Lotinga Industrial Doors* is not liable for any costs incurred due to delays in completing work.
- 3 In the event of cancellation by the customer, any costs incurred by *Lotinga Industrial Doors* will be recovered from the customer.
- 4 Whilst carrying out Contracted / Quoted Works any delays that occur on site which are not the responsibility of *Lotinga* will in addition to the contracted costs incur a waiting charge at the normal hourly rate.
- 5 When carrying out Sub Contract works *Lotinga Industrial Doors* shall not be liable for any costs incurred due to failure of any parts or materials fitted not supplied by *Lotinga Industrial Doors*.
- 6 If the customer holds a credit account with *Lotinga Industrial Doors*, full payment must be made within 28 days of invoice date. In all other circumstances payment must be made on the day of completion or directly on receipt of the invoice.
- 7 In processing your application for credit facilities we may make enquiries of credit reference agencies or other third parties who may record those enquiries. We may also disclose information about the conduct of your account with us to credit reference agencies or other third parties. The information obtained from or provided to credit reference agencies or other third parties may be used when assessing further applications for credit terms, for debt collection, for tracing and for fraud prevention.
- 8 Orders over £10,000.00 will require an advanced payment for materials.
- 9 *Lotinga Industrial Doors* reserves the right to require full or part payment prior to commencement of works.
- 10 Quotations shall be valid for a period of 30 days from the date of the quotation and may be withdrawn after that period. *Lotinga Industrial Doors* reserves the right to withdraw a quotation at any time. When instructing *Lotinga Industrial Doors* to commence works based on a quotation supplied by us, you are accepting the terms and conditions set out.
- 11 *Lotinga Industrial Doors* do not accept retention of monies on any supply/ installation contract.
- 12 *Lotinga Industrial Doors* will not charge to carry out / issue quotations. However, if *Lotinga Industrial Doors* has to locate the fault then the work will be charged at the normal hourly rate.
- 13 In the event that parts or service are charged pending a report from the manufacturers, such charges are to be paid in accordance with the terms of credit. Any refund will be subsequently made in accordance with the manufacturers' decision.
- 14 *Lotinga Industrial Doors* reserves the right to amend credit facility conditions and terms or to withdraw facilities at anytime.
- 15 Failure to comply with these terms and conditions will cause withdrawal of credit facilities and any amounts outstanding will become payable immediately.
- 16 In the event you do not adhere to our payment terms your details may be passed to a licensed credit reference agency.
- 17 A minimum charge of 4 hours will apply to all attended call outs.
- 18 We understand and will exercise our statutory right to claim interest and compensation for debt recovery costs under the late payment legislation if we are not paid according to agreed terms.
- 19 New installations will be subject to one year parts and labour warranty. However, the warranty will be deemed void in the event of the following occurrences:
 - a. the door having been lowered onto an object
 - b. the door having suffered impact damage
 - c. the door having been worked on / tampered with by someone other than a *Lotinga Industrial Doors* engineer.
 - d. *Lotinga* must be notified immediately if a fault arises. Any damage caused as a result of not notifying *Lotinga* immediately will void the warranty.

Important to Note!

Doors up to 4m high must be serviced once a year. In order to keep the year warranty validated on larger and automatic doors the following servicing conditions MUST be met:

- Doors over 4m but not any larger than 6m high and automatic doors must be serviced every 6 months.
- Doors over 6m high must be serviced every 4 months.