

TERMS & CONDITIONS

Cherry Blinds and Awnings is operated on a sole trader basis.

PLANNING:

It is the customers responsibility to ensure that any local government approvals and or building regulations or English Heritage restrictions, or local estate/development restrictions are adhered to and or sought. In placing an order it shall be deemed that the customer shall have read, understood and agree to be bound by the above. Cherry Blinds and Awnings is operated on a sole trader basis.

Cherry Blinds and Awnings will not enter into any contract be it written or verbal that commits it to any time critical delivery times and or financial penalty as a result of non or late delivery of products and or services.

In cases of unforeseen and unavoidable circumstances Cherry Blinds and Awnings reserves the right to cancel a customers order at any time with and where appropriate the return of any received deposit subject to and minus any reasonable costs incurred by Cherry Security in the execution of that order. Any order placed and not completed within three months of the order date will be cancelled and any monies paid will be nonrefundable, no further notification will be given. (This applies to delays caused by the customer and or the customers agent) Cherry Security may allow a grace period at its own discretion but reserves the right to instigate this condition at any time after the three month period has lapsed.

Products are guaranteed for one year parts and labour, installations should be serviced by ourselves Cherry Security every six months during the guarantee period, failure to service an installation as mentioned will invalidate a guarantee.

DEPOSITS:

As all Blinds and Awnings are manufactured to order, Cherry Blinds and Awnings will require a minimum of a 50% deposit at the time of order. We will allow a grace period of three days from the date of order placed where a customer can cancel the order and receive a full refund. Beyond three days, and subject to the manufacturing process having not commenced (includes ordering of materials by the manufacturer) Cherry Blinds and Awnings will refund up to 50% of the deposit. Once manufacturing and ordering of materials has commenced, no refund will be given.

BALANCE OF PAYMENT:

The balance of payment will be required on the day of installation.

ELECTRICAL:

We will require a suitable power supply to be paid for by the customer and sited at position to be agreed.

WIND DAMAGE:

Damage caused to exposure of high winds is not covered under the warranty.

SECURITY OF FIXINGS:

We shall visually inspect the surfaces that any awning will be fixed or attached too. And carry out installations in good faith, however any structural weakness within the fixing surface and not immediately visible to the naked eye will be the responsibility of the customer.

Cherry Blinds and Awnings is a small company of 2 staff and as a result this may have an impact on emergency cover for products still within the guarantee period during annual leave periods. We shall endeavour to arrange emergency cover that may be limited in scope during leave periods, in the event that we are unable to arrange such cover Cherry Blinds and Awnings will undertake to attend site within 10 working days (not including weekends). If the customer chooses to call out another company to rectify any problem

during our annual leave periods it shall be at the customers expense and nonrefundable by Cherry Security. In placing an order it shall be deemed that the customer has read, understood and agreed to be bound by these terms.

Cherry Blinds and Awnings does not undertake any online sales, will not accept any order by telephone. All jobs will involve a site survey, a quote will then be sent out via email. We will only accept an order by a written email.

No alteration or amendment of these terms and conditions will be considered unless agreed by ourselves in writing prior to any works, installation or supply of goods is undertaken.

DELIVERIES:

When a customer requests a quote we will include an estimated delivery date. Upon receipt of any order and once we have had confirmation from the manufacturer we shall give a more accurate estimate of delivery where upon we shall confirm a firm date to carry out works.

Cherry Blinds and Awnings cannot be held responsible for delayed deliveries caused by circumstances beyond our immediate control.

SERVICING:

To comply with the manufacturers guarantee conditions, Blinds and Awnings will require a six month bedding in service which is chargeable at the prevailing rate. The customer is responsible for contacting Cherry Blinds and Awnings to arrange the above outlined. Please be aware, that failure to arrange servicing (as above) may invalidate the manufacturer's warranty. Blinds and Awnings will also require servicing once a year. Cherry Blinds and Awnings is a small family run company. Any requests for a service visit for products still within their warranty period, we shall endeavour to visit site within five working days. In the event of a service visit required during holiday/leave periods, the service response time will be within ten working days. During leave periods, if the customer chooses to employ the services of another company, this will be at the customers own expense and not refundable by Cherry Blinds and Awnings.

Notwithstanding any of the above, we shall try to arrange emergency cover during leave periods for any product still within its guarantee period.

CLEANING AND MAINTENANCE:

The customer should arrange for the three monthly cleaning of the canvas and arms, to prevent the ingress of dirt and grit. A canvas that is stained by dirt or other substance is not covered under the warranty.

PERMISSIONS:

Prior to placing an order it is the responsibility of the buyer and or their agent to ensure that any local authority planning requirements are met. Also please ensure you have the appropriate permission to install our products on any private development or estate. We are unable to offer any refunds if the above requirements are not met prior to placing an order. Please note all our products are made to order.