



TRADE TECH WINDOWS & DOORS

Consumer Terms & Conditions

For direct sales to Consumers - compliant structure for UK consumer sales

Company	AWL Trade Windows & Doors Ltd trading as Trade Tech Windows & Doors
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Consumer Terms & Conditions

Document status: Standard terms document. To be issued before order acceptance and linked from quotations, order acknowledgements, website legal pages and credit account documentation.

1. Who we are and how these terms apply

These Consumer Terms apply where AWL Trade Windows & Doors Ltd trading as Trade Tech Windows & Doors supplies Goods or Services to a Consumer.

You are a Consumer if you are buying wholly or mainly for purposes outside your trade, business, craft or profession.

Nothing in these Consumer Terms affects your statutory rights.

If you are buying as a builder, developer, contractor, installer, landlord, property company, glazing company or other trade customer, our Trade Terms apply instead.

2. Goods and Services we supply

We supply products including uPVC windows, aluminium windows, composite doors, aluminium doors, bifolding doors, patio sliders, French doors, roof lanterns, rooflights, sealed units, integral blinds, hardware, panels, trims and ancillary products.

We may also supply Services including survey, delivery, installation and remedial work where agreed in writing.

Products may be standard stock items or Made-to-Measure Goods manufactured, ordered, cut, configured or adapted to your specific requirements.

3. Quotations and orders

Our quotation is based on the information available to us at the time.

You must check the quotation and order confirmation carefully before placing an order, including sizes, colours, specifications, glass, opening direction, hardware, cills, thresholds and Site details.

A Contract is formed when we confirm your order in writing, accept payment, begin processing the order, order materials, commence manufacture, arrange delivery or begin providing Services, whichever occurs first.

For Made-to-Measure Goods, changes or cancellations may not be possible once processing, ordering or manufacture has begun.

4. Price and payment

Prices will be stated in our quotation or order confirmation. Unless stated otherwise, prices include VAT at the applicable rate.

We may require payment in full, a deposit, staged payments or balance payment before delivery or installation.

If a price error is obvious and could reasonably have been recognised as an error, we may correct it before the Contract is formed.

Where the price changes because you request a change to the Goods or Services, we will tell you the revised price before proceeding where reasonably practical.

5. Your responsibility for measurements and information

Where you supply measurements, drawings, specifications or Site information, you are responsible for ensuring they are accurate and complete.

Where we expressly agree to carry out a survey and accept responsibility for measurements, we will use reasonable care and skill in doing so.

You must tell us about restrictions, access issues, planning conditions, listed building status, conservation restrictions, structural issues, asbestos, hidden services and any matter that could affect delivery or installation.

6. Delivery

Delivery dates and lead times are estimates only unless expressly confirmed in writing as guaranteed.

We will use reasonable efforts to deliver within the estimated period.

You should not book fitters, tradespeople, decorators, access equipment or other third-party services until your Goods have been delivered and checked.

You must ensure safe and suitable delivery access. If delivery cannot be completed because of access or absence, we may charge reasonable redelivery or storage costs.

7. Inspection after delivery

Please inspect Goods as soon as possible after delivery or collection.

If you see damage, incorrect items, missing items or visible defects, please notify us promptly with photographs and your order details.

Goods should not be installed until they have been checked, unless there is a genuine emergency or another reasonable reason why immediate installation is necessary.

Installation may make it harder to assess whether visible damage occurred before or after fitting.

8. Installation Services

Where we provide installation Services, we will carry them out with reasonable care and skill.

You must ensure the Site is safe, accessible and ready for installation.

Unless included in our quotation, installation does not include structural works, lintels, scaffolding, making good, plastering, decorating, electrical work, alarm work, asbestos removal, planning applications or building control fees.

If we discover hidden issues or unsafe conditions, we may need to pause the work and discuss additional work or cost with you.

9. Your cancellation rights

If your Contract is a distance contract or off-premises contract, you may have the right to cancel within 14 days, subject to legal exceptions.

For Goods, the cancellation period usually ends 14 days after the day after you receive the Goods.

For Services, the cancellation period usually ends 14 days after the Contract is formed.

To cancel, you must tell us clearly by email or post.

The right to cancel does not usually apply to Made-to-Measure Goods, bespoke Goods, personalised Goods or Goods made to your specification.

If you ask us to start Services during the cancellation period, you may have to pay for Services supplied before cancellation.

10. Returns and refunds

Where you exercise a valid cancellation right, you must return Goods to us within 14 days of telling us you wish to cancel unless we agree to collect them.

You are responsible for return costs unless the Goods are faulty, incorrectly supplied or we agree otherwise.

We may reduce a refund if Goods have been handled beyond what is necessary to inspect them and their value has been reduced.

Refunds will be made using the same payment method where practical and no later than 14 days after we receive returned Goods or evidence of return, where required by law.

11. Faulty Goods and Consumer Rights Act remedies

Goods must be of satisfactory quality, fit for purpose where that purpose is made known, and as described.

If Goods are faulty, you may have rights to reject, repair, replacement, price reduction or refund depending on the circumstances and timing.

Services must be performed with reasonable care and skill.

Nothing in these Terms limits your statutory rights under the Consumer Rights Act 2015.

12. Made-to-measure and bespoke Goods

Many windows, doors, sealed units, roof glazing products and related items are made to your specific measurements, colours or requirements.

Made-to-Measure Goods cannot usually be cancelled or returned because you change your mind.

This does not affect your rights if the Goods are faulty, not as described, or incorrectly supplied by us.

13. Product appearance and tolerances

Images, samples and showroom displays are a guide only. Actual appearance may vary because of batch, lighting, manufacturer, material and production differences.

Minor variation in colour, finish, texture, grain, glass appearance, hardware finish or dimensions may occur within normal manufacturing tolerance.

Glass may contain minor marks or visual effects within recognised industry standards.

14. Manufacturer warranties

Some Goods may come with manufacturer warranties. These may have separate terms, exclusions, registration requirements and maintenance requirements.

We will provide reasonable help with a manufacturer warranty claim where appropriate.

Manufacturer warranties are in addition to, and do not replace, your statutory rights.

15. Liability

Nothing in these Consumer Terms excludes or limits our liability where it would be unlawful to do so.

We are responsible for foreseeable loss and damage caused by our breach of contract or failure to use reasonable care and skill.

We are not responsible for business losses. If you use Goods for commercial, business or resale purposes, our Trade Terms may apply.

We are not responsible for losses caused by incorrect information supplied by you, unsafe Site conditions, unauthorised alterations, misuse, poor maintenance or installation by others.

16. Complaints and contact details

If you have a complaint, please contact us as soon as possible with your order details, photographs and a clear description of the issue.

We will try to resolve complaints fairly and promptly.

Contact: Trade Tech Windows & Doors, The Old Cold Stores, Goshen Farm, Brenchley Road, Matfield, Kent, TN12 7DT. Telephone: 01892 481875. Email: enquiries@trade-tech.co.uk.

17. General legal terms

These Consumer Terms are governed by English law.

If you live in another part of the United Kingdom, consumer law may allow you to bring proceedings in your local courts.

If any part of these Consumer Terms is unenforceable, the remaining parts continue to apply.

No one other than you and us has rights to enforce the Contract, except where the law provides otherwise.

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