



TRADE TECH WINDOWS & DOORS

Delivery, Inspection & Acceptance Policy

Delivery, collection, checking, reporting and acceptance procedures

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Delivery, Inspection & Acceptance Policy

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. Purpose of this policy

This Delivery, Inspection & Acceptance Policy forms part of the Trade Tech Terms & Conditions and applies to deliveries, collections, supply-only orders and supply-and-fit orders.

It is designed to avoid disputes by making clear what must be checked, when it must be checked, and what happens if Goods are installed before inspection.

For Business Customers, this policy is a contractual requirement. For Consumers, it is practical guidance and does not limit statutory rights.

2. Before delivery or collection

Before delivery or collection, you must check the order confirmation, sizes, colours, glass specification, hardware, cills, thresholds, delivery address and Site access requirements.

You must tell us immediately if anything is wrong or unclear.

You must make sure a competent adult or authorised representative is available to receive and inspect the Goods.

You must ensure safe parking, access, unloading space and any necessary labour or lifting equipment.

3. Delivery access and unloading

Delivery will be made to the nearest safe and lawful unloading point determined by our driver or delivery contractor.

Drivers are not required to carry Goods through unsafe areas, upstairs, across long distances, over obstacles, through finished interiors or into locations where damage or injury is likely.

You are responsible for unloading unless we have expressly agreed otherwise.

If unloading is delayed or delivery is aborted due to access, safety or absence issues, we may charge reasonable additional costs.

4. Immediate delivery checks

On delivery or collection, check the number of items against the delivery note or order paperwork.

Check packaging for obvious damage, impact marks, broken glass, water damage or signs of mishandling.

Check frames, sashes, panels, glass, beads, hardware, cills, trims and accessories where visible.

Photograph any visible damage before moving or unpacking further where possible.

Record any concern on the delivery note where practical and notify us in writing promptly.

5. Detailed inspection before installation

Before installation, Goods must be unpacked carefully and checked in suitable lighting.

Check sizes, handing, colour, finish, glass type, safety glass markings, obscure glass pattern, spacer bar, integral blind operation, handle colour, hinge side, drainage, cills, thresholds and any special requirements.

Glass scratches and visible surface defects should be checked before installation. Once installed, it may be difficult to prove whether damage occurred before or during fitting.

Do not install Goods with visible defects unless we first agree in writing or there is an unavoidable emergency.

6. Reporting timescales

Business Customers must report visible damage, shortages, incorrect items and visible defects in writing within 48 hours of delivery or collection.

Latent defects that could not reasonably have been discovered on inspection must be reported in writing as soon as reasonably possible after discovery.

Consumers should report issues promptly. Delay may affect practical remedies but does not remove statutory rights.

Reports should include order number, delivery date, photographs, location of Goods, installation status and description of the issue.

7. Acceptance by installation

For Business Customers, installation of Goods is treated as acceptance of visible condition, specification and apparent suitability, except for latent defects.

If Goods are installed despite visible defects, we may not be responsible for removal, refitting, making good, access equipment, labour or third-party costs unless required by law or caused by our installation Services.

This rule is especially important for glass scratches, frame scratches, colour issues, incorrect handling, wrong hardware, damaged panels and visible transit damage.

8. Storage after delivery

After delivery, Goods must be stored safely, securely, upright where appropriate, protected from weather, protected from site damage and handled in accordance with manufacturer guidance.

Goods must not be dragged, stacked unsafely, laid on sharp objects, exposed to cement, plaster, sparks, chemicals, excessive heat or impact.

Site damage after delivery is not our responsibility unless caused by us or our subcontractors.

9. Photographic evidence standard

Good evidence helps claims get resolved quickly.

Photographs should show the whole item, the defect close-up, packaging condition, delivery labels, location and any relevant measurements.

For glass scratches, photographs alone may not show the issue clearly. We may need to inspect the unit in person or ask for viewing conditions to be replicated.

10. Aborted delivery, redelivery and storage charges

If delivery cannot be completed because the Site is inaccessible, unsafe, unattended or not ready, we may charge aborted delivery, redelivery, waiting time, handling and storage costs.

If Goods are ready but you delay delivery or collection, risk passes to you and storage charges may apply.

Repeated failed delivery attempts may result in the order being suspended until charges are paid.

11. Delivery acceptance checklist

Use this checklist when receiving Goods:

Receive delivery by a competent adult or authorised person.

Check item count against paperwork.

Inspect packaging for damage.

Photograph damaged packaging before unpacking.

Check visible frame, glass, hardware and accessory condition.

Check sizes, colours and handing before installation.

Report issues in writing with photographs within the required timescale.

Do not install visibly damaged or incorrect Goods without written agreement.

End of document