

Guidance for Special or Bespoke Manufactured Goods

Based on years of experience, not only as a manufacturer and supplier of specially fabricated items, but also with employees having installation experience. We have provided the below hints and tips to consider when purchasing special order items.

Following this guidance reduces the chance for costly errors.

1. Inspect your goods upon delivery/collection. Please advise us of any fault or damage immediately, with photographic evidence. If you are unable to do this on delivery/collection, make sure that you can inspect the goods within 24 hours. Most manufacturers have a 24-hour post-delivery notification window to assist proving liability in the case of damage.
2. As all bespoke products are manufactured to the purchasers' specific requirements special orders cannot be cancelled, or changed, once you have accepted the designs and paid your deposit. It is important to check that your estimate is correct, in accordance with your specifications and is free from human errors (typos, or input errors).
3. We recommend not to book any labour, nor remove any fixtures prior to receiving your order and checking that the order is correct, to your specification and undamaged. Installing a faulty product, or one that does not meet your specification invalidates your opportunity to make a claim. Installation is deemed as an order acceptance. The Fascia Place Ltd cannot accept any labour, nor out of pocket expenses relating to special orders.
4. It will always be the Customers full responsibility to check the full specification of any bespoke product. Special attention should be taken when checking sizes, hinges, opening direction (always viewed from the outside), colours, or final technical details. Make sure your quotation meets building control regulations.
5. When checking your order and site measurements, please consider the way certain products are designed. For example, all window and door measurements are taken from external dimensions. Overall window and door measurements include add-ons, couplers and cills. Bay windows and conservatories are calculated from internal dimensions for width and external dimensions for height. Flat roof lights are always designed from the outside of your upstand.
6. If you are unsure of any of the elements of your design, quotation, order, or installation requirements then please do ask us prior to committing an order into production. Should we need to make a change we will re-quote and re-issue a new estimate. Installation guides are available on request.