

# Service Policy

Further to your request for a site visit by one (or more) of our technical representatives, we require signed acknowledgement, by an appropriately authorised representative from your company, of our Service Policy prior to scheduling an appointment.

In many cases where we are asked to attend site, the underlying problem can be attributed to the way in which the window(s) and/or door(s) have been installed. The most common causes of service issues are:

1. Not installing the window or door plumb, level and square.
2. Not fixing the frames correctly.
3. Not packing between the brickwork to remove any bow or twist.
4. Not putting a bead of silicone between the frame and the external cill.
5. Not packing ("toe-and-healing") sealed units or door panels correctly.
6. Not ensuring drainage holes are clear of dust and debris.
7. Not installing astragal bars on site as per the provided instructions.

Prior to attending site we will require payment of our call-out fee of £300.00 + VAT. Fuel will be charged at £0.45 per mile depending on site location and visiting engineer location. On receipt of your completed service policy form we will provide you bank details and a reference number to complete this transfer.

In the event that the reported fault proves to be the result of poor installation, mishandling or misuse of the product, or failure to carry out routine maintenance, we reserve the right to retain your call out fee. If the fault is down to a supply, manufacturing or a product fault the call-out fee will be immediately refunded back to you. Should you wish for our service engineer to correct any issues as a result of installation we can agree a fee prior to the works being undertaken, deducting your call-out fee against the total.

## Customer Declaration

"I fully understand the terms and conditions of The Fascia Place's service policy and accept the call out charge which I understand will be payable prior to arranging an engineer visit.

If the technical representative is able to demonstrate that the service issues are a result of poor installation, mishandling or misuse of the product or failure to carry out routine maintenance, I agree for The Fascia Place to retain our call out charge"

Name:		Position:		Date:	
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## Service Call Details

TFP Job Number:		Date Of Request:	
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Your Company Name:		Email:	
Installer Name:		Phone Number:	
Email:		Date And Time Agreed For Service Call (Internal Use Only:	
Site Contact Name:		Site Address And Postcode:	
Email:			
Phone Number:			

Please Describe The Issue:

**Important:**A Representative From Your Company Must Attend Site With Our Service Engineer