



Special Order Terms and Conditions

1. The Fascia Place Ltd will do everything within reason to meet the delivery period advised to you. In the case of unforeseen circumstances beyond our control such as weather, traffic or mechanical breakdown, we shall contact you and agree an alternative date.
2. Unless you are collecting the goods from our trade counter, we will deliver them in accordance with your order. A valid signature will be required on collection and delivery.
3. Where we agree to deliver the goods, delivery shall be to the nearest kerb-side. The Customer (you) shall be entirely responsible for the prompt unloading of the goods, and the provision of suitable labour and equipment.
4. The goods will need to be inspected upon delivery/collection and any fault or damage must be notified to us immediately, preferably in writing with supporting photographic evidence. Non-apparent issues at time of delivery must be reported within 24 hours of delivery.
5. As all bespoke products are manufactured to the purchasers specific requirements, this order cannot be cancelled, or changed once you have signed the product specifications, and agreed to these terms and conditions.
6. Do not book any labour, or remove any fixtures prior to receiving your order and checking that the order is correct to your specification and undamaged. Please do not install a faulty product as this will invalidate future claims. The Fascia Place Ltd will not be held responsible for labour Charges, or any out of pocket expenses.
7. It is 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 etc. If you need further advise please ask before you confirm this specification. We cannot accept any returned goods that have been manufactured using incorrect measurements. In some situations we maybe able to rectify the situation but any cost incurred in doing so will be borne by the customer.
8. The Fascia Place Quote number/specification referenced above refers to your final order, and production parameters. Pursuant to clause 5 any/all requested changes or amendments will require a new reference to be issued, and supplied as part of a new contract.