



DIY World LTD T/A Moda Doors
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Internal supply & fitting terms and conditions:

Please ensure the below T&Cs are read and understood clearly before any work is carried out.

Quotations & Invoices:

It is the sole responsibility of the consumer to ensure that all quotations are correct as per the consumer's requirements, this includes all sizes and quantities. Once a quote has been accepted by the consumer, we are not responsible for any discrepancies unless the items supplied differ from the items listed on the quotation or invoice document. We of course will be happy to go through the quote should the consumer have any questions. Any changes are to be submitted in written form, we will not under any circumstance accept any verbal requests for amendments.

The agreement in principle:

1. We agree to supply and install the products listed upon the quotation document.
2. You agree to pay for the listed products as per the quotation document.
3. The terms below are included in the sale.
4. No variation of the terms will be recognised unless discussed and signed by both parties.
5. Your statutory rights are not affected by our terms.

Survey of prospected works:

1. The proposed agreement is made conditionally on the outcome of a full survey and measurement of the proposed works.
2. An appointment will be made with you for our surveyor to visit the fitting site. Access must be allowed so that we can ensure the works can be carried out. Unfortunately, we may not be able to provide an accurate ETA on the date of survey. The surveyor will however, always call or text you when they are on route to the nominated address.

Price & Payment:

By accepting a quotation, you are agreeing to these terms and conditions listed below. It is your responsibility to ensure you have read and understand this document.

1. All quoted prices include VAT at the prevailing rate. Any changes to the VAT rates up until the point of installation will be payable. We will contact you to confirm the revised prices.
2. The quoted balance is required to be paid in full prior to us being able to proceed with the supply and fit service. There is no exception to payment terms.
3. We accept majority of major card providers, cash or bank transfer. We do not accept cheques.
4. Any insurance work must be paid for by the consumer and then claimed back from the insurance company.
5. Under no circumstances shall any deduction be made from the original contract unless otherwise agreed in writing between both parties.
6. All goods remain the property of DIY World LTD T/A Moda Doors until full payment has been made.
7. If your order is “bespoke” in any nature, then these items are non-refundable due to them being custom made to your specification. Exceptions apply to anything that is faulty or defective.
8. Any cancelled order or installations will incur a 5% administration fee with a minimum of £20.00 + VAT charge plus an additional restocking fee.

Day of installation information:

We adhere to all agreed fitting dates wherever we can, however due to the nature of the works being carried out this is not always possible. On occasion, we may need to reschedule any works due to several factors such as prior works taking longer to complete than anticipated. We will look to reschedule any work at the earliest possible convenience to you.

An additional inspection will be carried out upon arrival to note any existing damages to walls, floors and door linings. Images may be taken prior to work commencing of these affected areas and subsequently again after works completed. These images are strictly for office use.

Additional points:

- It is the consumers responsibility to ensure that all items and personal belongings are cleared from the areas of work being undertaken.
- Dust sheets unfortunately can not be used as they pose a trip hazard when carrying out the scheduled work.
- Under no circumstances can a member of the fitting team remove safety footwear. We reserve the right to cancel any scheduled work should this be insisted upon.
- Should any adjustments need to be made to the door, this will be done internally at the closest possible point to the frame. This eliminates the risk of damaging both your property and the doors being fitted via doors being carried between rooms.
- We will not carry out any additional works to fix / fill your existing frames or door linings. The doors are fit to a professional standard however the condition of your frames is not something we have control over. We may be able to replace frames for you at an additional cost and it is advised to discuss this with us at the initial point of contact or at the very latest upon the initial site inspection. Any requests made later than this may be refuted.
- Any door or frame decoration I.E Painting or sanding is to be complete after the doors have been hung and not to be completed by DIY World LTD T/A Moda Doors.
- We understand that not every frame or opening is a “standard” height or width. We will discuss any “non-standard” openings with you either at or after the initial site inspection and go through the options available to suit these requirements.
- If you have purchased door hardware as part of the quote, we will fit 3 standard 3” hinges to each door unless otherwise specified.
- On occasion during fitting, we may need to use cardboard packers behind the hinges. These are hidden as best as possible however on some occasions they may be very slightly visible.
- Please ensure that prior to any work commencing that all items provided are checked over and you are happy with them. If there are any issues, please report it to us immediately and before any work commences so that we rectify this. Once any work has commenced on the doors, these are deemed fit for purpose and will not be exchanged unless they are defective. Our fitters will also go through this with you.

- Should any of the items be deemed defective or not suitable for you, we will arrange a replacement of the highlighted product and book a suitable alternative fitment date.
- Our fitters will do their best to clean up after themselves however on occasion it may need additional cleaning by yourself due to the nature of the goods being fitted.
- Unfortunately, we do not carry a waste carriers' licence and as such we are not able to take away your existing doors.

Guarantee & Warranty:

- All supplied doors and hardware come with a 1-year warranty.
- All damages or defects on any supplied product must be reported to us within 48 hours of installation. Anything after this may be rejected.
- Accessories, such as coat hooks, will void the warranty if fitted to the face of the doors.
- It is strongly advised not to hang any wet items such as clothing or towels over any internal door and this can cause issues with warping. (Warp/Bow/Cups as set out in British standard shall not be considered a defect unless it exceeds 1/4" (6.35mm) in the plane of the door itself)
- Timber is a natural product and as such we can not guarantee a true match on the colour or any graining. Where possible we try to match as close as possible but if you are unhappy with anything please notify us before any fitting takes place so we can discuss options. Graining / colour difference is not a defect.
- Vast majority of our "white" doors are supplied primed and will need to be lightly sanded and painted with a final coat / colour of choice. The quotation provided will clarify if the doors are "Primed" or "Pre-Finished".
- Any pre-finished item supplied will require a touch up of a suitable paint or internal door treatment if the edges have been trimmed for any reason. This is not something that we will complete, however we can provide details for suitable products depending on the items you have purchased.
- Any failure of materials provided due to workmanship under the terms of this guarantee will be repaired or replaced at DIY World LTD T/A Moda Doors sole discretion.
- All guarantees are provided in good faith. If a company representative visits the site and deems the products provided have been misused, tampered with or damaged in any way, the guaranteed will be void. Any remedial work carried out will be pre-arranged and charged an appropriate fee where applicable.
- No guarantee is valid until full and final payment has been received.
- Under the GGF regulations A totally flawless piece of glass is extremely rare. If

you look close enough at any piece of glass, you will almost certainly find a minor blemish.

TEST: - Inside the house stand around 3 metres back from the glass. You must ensure that the test is carried out in daylight but **not in direct sunlight**. The area which you are checking is the whole window except for a 50mm (approx. 2") wide band round the edge.

The glass is considered to be acceptable if the following are not obvious nor bunched together: -

Totally enclosed seeds, blisters, hairlines or blobs, fine scratches not more than 25mm (approx. 1") long and minute embedded particles.

NB Patterned glass, due to the way it is made, is not governed by the above guidelines

We have a zero-tolerance policy, any behaviour deemed aggressive or violent towards any member of staff will result in no further work being carried out. You will not be eligible for a refund based on works stopping which relates to abuse of staff.

Should you have any questions in relation to these T&C's please contact us via email or phone.

DIY World LTD T/A Moda doors registered in England and Wales under the company registration number 07764488.

VAT Registration number: 161 0117 62