

CONDITIONS OF SALE FOR INTERNAL DOORS

ORDERS DELIVERED BY OUR OWN TRANSPORT:

Deliveries are ground floor only and to level sites. Please check first that you have the correct size and design of door as per your Invoice and then remove protective packaging in order that you can satisfy yourself that there are no serious visual defects. Any defects must be notified to ourselves by Telephone: 01202 872211, Fax: 01202 872204 or email: sales@tranik.co.uk within 72 hours of Goods received.

ORDERS DELIVERED BY CARRIER

Please examine doors before the driver leaves, as you will be asked to sign for the correct amount of goods in good condition, once you have signed for same, the carriers or ourselves cannot be responsible for complaints on condition or shortages after this event.

HEALTH & SAFETY :

Due to the above regulations, when a delivery involves FIRE DOORS or EXTERNAL GLAZED DOORS, there must be help on site, as the handling of same requires two persons, if this is not adhered to, we will need to re-deliver the order, which will unfortunately involve additional costs.

COLLECTION :

In the case of collection by customer from our premises, goods must be examined before loading, as damage can easily occur while transporting goods in or on unsuitable transport.

N.B. Claims are unacceptable after work has commenced and any alterations have been carried out.

CHECKING GOODS AFTER DELIVERY OR COLLECTION:

Prior to commencing any work on your doors, please check for faults: i.e.damage, warping, splitting, bowing or scratched glass, a bow of 4mm along the length of the door shall be deemed to be within the manufactured tolerances.

WE CANNOT REPLACE A FAULTY DOOR AFTER ALTERATIONS HAVE BEEN CARRIED OUT.

By fitting or finishing your door or making alterations in any way, we shall deem you to have accepted the goods supplied. We shall not be held responsible for any incidental work or expense arising out of or because of any defect in our product, or bad workmanship applied to our products. In the unlikely event of our goods proving defective (Manufacturer's defect only) which need replacement, our liability shall not exceed the replacement of faulty goods. Any claims for damaged goods must be reported within 3 days of receipt of same.

No claims of damage will be considered after this date.

STORAGE:

Doors should be kept dry and stored horizontally on a flat surface or three bearers or as in the case of Merchants in special purpose made racking. Always ensure that there is adequate ventilation and that the doors are not subjected to excessive build-up of heat, as this would lead to an imbalance of moisture content in the kiln-dried timber components of the door.

TIMBER SPECIFICATIONS:

Remember that wood has many variations in grain pattern and colour variance, these cannot be accepted as a reason for exchange or rejection.

All our doors are manufactured from timber which is from natural but sustainable material and is vulnerable if not properly protected from changes in temperature and humidity. If exposed to such extremes without suitable treatment, natural movement or distortion such as swelling, warping or splitting can and will occur. We take great care in supplying quality doors, but once the door leaves our premises, we obviously have no control over the conditions to which they are exposed and therefore no liability will be accepted, where any problems arise from moisture ingress.

INTERNAL DOOR CARE:

All Timber Internal doors still require protection from the atmosphere e.g. Central heating/ Kitchen and Bathroom Humidity. Please read the instructions that are supplied with each door inside the wrapper, if by any chance there are no instructions please telephone Sales Office.

Interior doors require at least 2 coats of 'Sikkens' interior finish treatment (unless already pre-finished by manufacturer).

** If painting your timber door, please use Aluminium primer.

IMPORTANT INFORMATION:

A timber door must not be exposed to extremes of temperature or humidity prior to protection with recommended treatment. Doors must not be hung or stored in damp or freshly plastered rooms, all new plaster needs at least 6 weeks drying out period. All doors need finishing and should be sealed or primed prior to hanging.

Please use Recommended stain treatment to validate your 12 month guarantee period

**AS WITH ALL BUILDING WORKS PLEASE ADHER TO BRITISH STANDARD SPECIFICATION
NO.8000 PART 5 1990 WHEN STORING, HANDLING AND FITTING OUR DOORS.**