

# Doors of Distinction Ltd

## Terms and Conditions

### **ORDERS DELIVERED BY OUR OWN SIGN WRITTEN VANS:**

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 that there are no damages to any of the packaging before signing as 'received in good condition'.

Remove the protective packaging and inform us within 72 hours of any visual defects, the doors should then have a protective treatment applied once unwrapped (see 'EXTERNAL DOOR CARE' and 'INTERNAL DOOR CARE' below)

### **ORDERS DELIVERED THIRD PARTY**

Please examine doors before the driver leaves, as you will be asked to sign for the correct amount of goods IN GOOD CONDITION, the doors must be checked and if any damage is present the signed docket MUST BE NOTED AS DAMAGED, the carriers or ourselves cannot be responsible for complaints on condition or shortages after this event. It is not acceptable to sign 'unchecked'. No claims of damage will be considered after this date.

Some deliveries may arrive by pallet and are kerbside only delivery so it is advisable to have help to unload the doors from the pallet as some doors may require 2 person lifting. Some doors are available with a 1 or 2 man delivery service depending on region and quantity of doors, so if this is important then please check this is applicable at the time of ordering.

Any manufacturing defects or design/size discrepancy must be notified to ourselves at [sales@doorsofdistinction.co.uk](mailto:sales@doorsofdistinction.co.uk) within 72 hours of goods received.

### **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. Cheques will be subject to 8 working days clearance.

### **CHECKING GOODS AFTER DELIVERY OR COLLECTION and BEFORE BOOKING YOUR CARPENTER**

*PRIOR TO COMMENCING ANY WORK ON YOUR DOORS CHECK THAT YOU HAVE THE CORRECT DOOR, FRAME etc. AND THAT THE SIZES ARE CORRECT, ALSO THAT THERE ARE NO FAULTS.*

A bow or warp/twist of up to 10mm along the length of the door shall be deemed to be within the manufacturers and BSS tolerances.

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.

Claims for replacement goods are unacceptable after work has commenced and any alterations have been carried out. In the unlikely event of our goods proving defective (Manufacturer's defect only) which need replacement, our liability shall not exceed the replacement of the faulty goods. No costs for any work will be compensated for.

### **STORAGE:**

Doors should be kept dry and stored horizontally on a flat surface or three bearers. 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. This can lead to problems with the door at a later date.

### **TIMBER SPECIFICATIONS:**

Doors are sold as individual items and timber is a living product. Please enquire if doors are required as pairs, an additional charge for labour time involved for the matching of veneers, will be applicable if it is possible to accommodate the request. Remember that wood has many variations in grain pattern and colour variance and 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.

continued.....

## **ESSENTIAL DOOR CARE**

*(customer copy\*)*

*\* The following section regarding door care is repeated at the end of this document which is for your tradesperson who will be carrying out the door treatment and/or fitting  
Please ensure that each tradesperson involved with this process has a copy of this document.*

### **EXTERNAL DOOR CARE:**

**WATER BASED PRODUCTS are NOT SUITABLE for external engineered doors**

To validate your warranty, as stipulated at the bottom of all invoices, and preserve the appearance of all external doors and to give long and trouble-free service, our recommended treatment must be used, which is a minimum of: 2 coats of 'Sikkens HLS' base coat and 3 coats of 'Sikkens Filter 7' top coat prior to hanging. These products contain protection against UVB/UVA rays within the treatment.

It is of paramount importance that all external doors are completely sealed from moisture ingress before exposure to the elements. Remember; there is moisture in the air, and as soon as you unwrap your door it is exposed, even if it is inside your garage or home, so treatment must be applied as soon as the door is out of its protective wrapper. If a door is fitted before any treatment or protection, it will be ruined within a few hours when exposed to the elements.

All timber doors must be finished in accordance with BRITISH STANDARD CODE OF PRACTICE. BSS 8000 PART 5 1990 Each finishing coat must be applied to all four edges, to both faces, inside all cut outs for locks, letter plates and hinges, inside all glazing rebates and around beading. Pay careful attention to exposed end grain including tops and bottom and the fielding of raised and fielded panels. These finishing applications must be made strictly in accordance with manufacturers instructions.

It is the sole responsibility of the customer to ensure the correct treatment is used, if your doors are being treated by a third party, it is your responsibility to pass these instructions to the third party.

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 six weeks drying out period.

**IF PAINTING YOUR EXTERNAL DOOR:** Solvent based aluminium primer for hardwood must be used, which will seal the natural resin in the timber that can spoil your finished paintwork.

The same brand of finishing product must be used on all faces and edges of the door as recommended by the manufacturer, and not mixed with a Sikkens treatment to one side and painting to the other.

### **TRIMMING YOUR EXTERNAL DOOR**

Generally a maximum of 6mm from each edge can be removed, but if you need to trim more than this please ask for advice on the correct choice of manufacturer.

### **EXTERNAL DOOR FITTING:**

A) Reduce doors to fit equally from both sides, but not excessively, e.g. maximum of 6mm from each edge. If you need to trim more than this please ask for advice on the correct choice of manufacturer.

Seal the door with 2 coats of treatment before your first fix, then remove the hinges, take off all ironmongery and coat every already treated surface with 3 top coats and bare timber with 2 base + 3 top coats, including all the cut outs before refitting.

The number of coats advised by the manufacturer is usually a minimum, it is therefore wise to exceed this if possible.

C) Fully seal glass rebates and backs of glazing beads prior to glazing on models supplied without glass

D) It is essential due the English climate to apply a bead of clear silicone to the glass where the glass meets the timber, before your final coat of 'Sikkens Filter 7'

E) Never fit mortice locks etc. at rail joints as this may seriously weaken them, use a minimum of three 100mm (4") hinges.

F) Always fit with a suitable weatherboard/bar regardless of frame cill type fitted, to prevent droplets of moisture travelling under the door and sitting on the bottom edge causing moisture ingress

G) To test the final finish you have applied to the door, spray with water, and if finished correctly as above, water droplets appear and just run off the door.

H) It is also essential to protect your door from direct sunlight and rain by means of a porch, canopy or similar construction.

I) Regular re-coating of your door must be carried out as soon as the first sign of deterioration is noticed or every 2 years, whichever is the sooner.

*This advice is to be read in conjunction with the treatment advice leaflets that will be inside the wrapper of your door and our Terms & Conditions.*

### **INTERNAL DOOR CARE:**

**WATER BASED PRODUCTS are NOT SUITABLE for internal engineered doors**

To validate your guarantee period as stipulated at the bottom of all invoices, all doors must be treated in accordance with this advice, and with Sikkens TSI or a good quality branded solvent based treatment that is suitable for engineered doors. It is the sole responsibility of the customer to ensure the correct treatment is used, if your doors are being treated by a third party, it is your responsibility to pass these instructions to the third party.

All doors need finishing and should be sealed prior to hanging.

A timber door must not be exposed to extremes of temperature or humidity prior to protection with recommended treatment.

continued....

All timber internal doors require protection from the atmosphere e.g. central heating/ kitchen and bathroom humidity. Remember; there is moisture in the air, and *continued.....*  
as soon as you unwrap your door it is exposed, even if it is inside your garage or home, so treatment must be applied as soon as the door is out of its protective wrapper. Please read the instructions that are supplied with each door inside the wrapper, if by any chance there are no instructions please telephone the Sales Office.  
Both faces, all 4 edges and any cutouts for hardware must be treated with at least \*2 coats of treatment, 3 coats for steamy areas such as kitchens, bathrooms and shower rooms.  
Doors must not be hung or stored in damp or freshly plastered rooms, all new plaster needs at least a six week drying out period.  
The same brand of finishing product must be used on all faces and edges of the door as recommended by the manufacturer, and not mixed with a Sikken's treatment to one side and painting to the other.

#### **IF OILING YOUR INTERNAL DOORS:**

Please telephone the sales office if you wish to use OSMO DOOR OIL as this is the ONLY oil suitable and solely on our 'SOLENT' OR 'COTSWOLD' RANGES ONLY. You must speak to one of our sales advisors to establish that your door is from this range BEFORE YOU COMMIT TO USING OSMO DOOR OIL. Do not assume that if the door design you have appears in our website under the named range, that is the door you have purchased.

#### **IF PAINTING YOUR INTERNAL DOORS:**

*Natural unprimed timber doors* = solvent based aluminium primer for hardwood must be used (even for softwood doors), which will seal the natural resin in the timber that can spoil your finished paintwork.  
*Ready primed doors* = If painting your ready primed door you may need to lightly sand the primer, if very smooth, to give a suitable surface for base and top coats.  
For both the above you need to then use a good quality solvent based base coat and top coat must be applied on top of the primer, as recommended by the manufacturer, with a brush (we do not recommend rollers).

#### **PRE-FINISHED INTERNAL DOORS (*factory finished*)**

For some of our ready finished doors it may only be the two face edges that are coated, so all 4 edges will need treatment as well as any cutouts as described above.

#### **TRIMMING OF INTERNAL DOORS**

Maximum 2-6mm trimming to each edge for standard doors, but for FD30 fire doors only 3mm to each long edge and bottom edge, no trimming from the top. Some of our doors can be trimmed by more than 6mm, please enquire.

#### **INTERNAL DOOR FITTING:**

- A) Reduce doors to fit equally from both sides, but not excessively, e.g. maximum of 2-6mm from each edge (except fire doors - see above). If you need to trim more than this please ask for advice on the correct choice of manufacturer.
- B) Seal the door with 2 coats of treatment before your first fix, then remove the hinges, take off all ironmongery and coat all the cut outs before refitting.
- C) Never fit mortice locks etc. at rail joints as this may seriously weaken them, use a minimum of three 75mm (3") hinges.

#### **INTERNAL FIRE DOORS FD30 or FD60**

Any alterations undertaken on Fire Doors must be done in accordance with the details in the Fire Certificate. Suggestions around alterations whether verbal or in writing from any Doors of Distinction representative do not constitute confirmation that the alteration is permissible under the Fire Certificate. Should any amendments be undertaken, customers must satisfy themselves and their Fire Officer that these works are acceptable under the Certification for the specific door purchased.

*This advice is to be read in conjunction with the treatment advice leaflets that will be inside the wrapper of your door and our Terms & Conditions.*

#### **IMPORTANT INFORMATION:**

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

#### **OUR RIGHTS**

We reserve the right to change these Terms & Conditions without prior notice and the latest version is always available on our website <https://www.doorsofdistinction.co.uk/index.terms.html>

#### **LIMITS OF CONTRACT**

No binding contract is created until an order is accepted by the Company and all prior correspondence, oral or otherwise, are to be regarded as superseded and not forming part of the contract. Prices quoted are subject to revision for errors and omissions at any time.

If you have any concerns regarding goods supplied not meeting our obligations please contact us by telephone or email to your original sales person or [sales@doorsofdistinction.co.uk](mailto:sales@doorsofdistinction.co.uk)

#### **PAYMENT**

All invoices must be paid in full within 7 days of stock being allocated, whether in our premises or at suppliers depot, and prior to delivery, whichever is the soonest. Cheques will be subject to 8 working days clearance. If deposit payments are agreed and paid, this information will apply.

*continued.....*

**REPEAT ORDERS:**

It is advisable to purchase all the doors you need at the time, as we cannot guarantee a perfect match if extra doors are ordered at a later date. This being due in the main that most items are imported and therefore are purchased from various sources from around the world.

**CANCELLATION OR ALTERATION OF ORDER:****SPECIAL ORDER BESPOKE ITEMS:**

Items ordered and confirmed by deposit on order are non returnable and non-refundable. We will use our best endeavours to effect alterations required subsequent to placing order, but reserve the right to invoice for full payment of the original specification.

Any deposit paid with order is only refundable at our discretion, and if cancellation is possible an administration charge may apply.

**STANDARD STOCK:**

We reserve the right to charge you for collection of non faulty items as per the current carrier charges at the time which may differ from that charged at the time of delivery to you. A cancellation/alteration administrative charge will apply. Any item that is unwrapped or has been damaged or not stored correctly or altered in any way, will not be accepted back into stock, and no refund will be paid by us.

Any refund due will be issued after they have been inspected by our warehouse manager and deemed in perfect condition.

**DELIVERY CHARGES:**

If items have been despatched at point of cancellation then the delivery charge cannot be refunded.

**FAULTY ITEMS:**

In the unlikely event of you receiving faulty goods, please keep all packaging for inspection, and if possible photograph the fault and email [sales@doorsofdistinction.co.uk](mailto:sales@doorsofdistinction.co.uk), with the details and your Invoice number. 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.

**Consumer Contract Regulations**

We request that cancellation be informed to us in writing by post (recorded delivery recommended) or e-mail to be received by us within the 14 day period following delivery. Special or bespoke made items are exempt. A refund for the goods will be provided within 14 days of goods being received back to us.

Arranging return of the goods to us, and the cost for this shall be the responsibility of the customer. Should you wish to return the goods via a courier, we would suggest you insure the goods against damage in transit.

All goods to be returned must be suitably packaged. This paragraph is set out as exemptions under The Consumer Protection Regulations 2000 (DSRs)

**COMPLAINTS PROCEDURE**

In the unlikely event of an unresolved issue after corresponding with the company, please write to [customerservice@doorsofdistinction.co.uk](mailto:customerservice@doorsofdistinction.co.uk) OR our Alternative Dispute Resolution Service (that all retailers must offer under Consumer Contract Regulations) at <https://www.retailadr.org.uk>

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27/06/2019

**Head Office: 63 Cobham Road . Ferndown Industrial Estate . Wimborne . Dorset . BH21 7QF  
Tel. 01202 872211 or 01395 202069**

# Doors of Distinction Ltd

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*(tradesperson copy\*)*

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27/06/2019

**Head Office: 63 Cobham Road . Ferndown Industrial Estate . Wimborne . Dorset . BH21 7QF  
Tel. 01202 872211 or 01395 202069**