

OSBORN GLASS & WINDOWS LTD.

STANDARD TERMS & CONDITIONS OF QUOTATION.

COMPANY POLICY STATEMENT: In these conditions of sale "The Company" means Osborn Glass whose office is at 33-34 High Street, London SE25 6HA. "The Customer" means the person, company from whom an order is accepted by the Company. "Goods" means goods or services which are subject of such an order be it placed verbally or in writing.

1. All prices plus VAT at the applicable rate and will incur a fluctuating glass energy surcharge from all glass manufacturers.
2. All quotations are for 30 days from date of issue.
3. Full payment on pro forma invoice is normally on order, however, we do provide 30 day monthly terms which is subject to approval of a submitted account application, unless otherwise stated.
4. All glass will be loose and tail with delivery during normal working hours, Monday to Friday to Friday 8am-5pm, excluding weekends and public holidays unless otherwise stated.
5. All our glass products are subject to visual quality standards and standard manufacturing and processing tolerances.
6. All templates will be free issue to ourselves and must be full size rigid hardboard and clearly marked (paper and cordex are not acceptable as templates). We retain templates for a period of 14 days before disposal or return and all manufacturing from templates will be within manufacturer tolerances.
7. Due to the nature and scope of matching decorated colour products such as paint, films, fabric and some glass materials etc, we cannot be held responsible for not providing an exact colour match even if samples are provided. Unless otherwise stated all our quotations are based on standard float glass.
8. We provide lead times and delivery/collection dates in good faith and are based on all the relevant information we have at the time. In most cases technical and specialist works these can vary greatly and we will keep you informed of the progress of your works but cannot be held responsible for delays outside our control and will not accept or agree to any contra charging or provide any other compensation for your subsequent losses, unless otherwise stated. Any delivery is otherwise, purely indicative.
9. We do not accept withholding of payments for any reason, retention/discounts these items to be confirmed.
10. In the event that you are unhappy with any of our products due to defects we will gladly replace them, you inform us in writing no later than 24 hours from delivery date, the faulty product can be returned to our works as soon as possible, otherwise, any remake will be chargeable.
11. Standard colour samples are chargeable (price on application) painted glass, antique mirrors charged at (£6) plus vat per sample.

12. The Company does not undertake to move services, fixtures or fittings which are ancillary to the basic structure of the property e.g. radiators, pipes electricity, telephone cables and the Customer shall remove all household fixtures, including curtains, nets and blinds, before the installation is due to commence sockets/taps etc.

13. Delivery charge (in London) £30-£40, within the M25 (Price on Application).

14. We reserve the right to amend any price if final sizes and/or quantities differ from quotation.

15. Technical Limitations :

1) Minimum area charge for float annealed 0.15m², low iron 0.25 toughened and IGU glass is 0.30m².

2) Minimum glass size for toughening is 275 x 100mm

3) Maximum glass size for toughening is 4175 x 2195mm

4) Minimum area charge for toughened laminated is 0.3m²

5) All circles are priced on application

6) Holes and or cut outs on toughened glass must be within manufacturing tolerances and we reserve the right to refuse any order that does not comply with our specifications. All internal cut outs will have a radius minimum of the thickness of the glass.

7) Single rakes incur a 10% surcharge, double rakes 20% and all other shapes are price on request.