



EURAMAX

Made to Measure uPVC Windows



How we get your measurements

Someone from Euramax will contact you the next working day to confirm your width and height measurements, we will confirm the details you have given us in an email. Alternatively, you can email info@euramax.co.uk referencing your Wickes order number with your measurements and you'll get an email back to confirm all the information has been received.

Please note: if we cannot contact you in the above timescale your lead time may be affected.

Ordering bespoke products

Under the Consumer Contracts Regulations 2013, where the goods are 'made to measure' you will not be able to cancel your order, return the goods or seek any refund unless there is a manufacturing issue with the window. All of our products are bespoke and made especially for you as such they do not fall under standard distance selling regulations.

Delivery details

You will be contacted within 10 working days with a delivery date by Panther Logistics. The night before your delivery you will be provided a time slot. All quoted delivery times are estimates and although we will try our best to meet them we cannot be held responsible if we are unable to do so.

We strongly recommend that you do not book fitters or trades persons until your order has been delivered and checked by you. We cannot be held responsible for any third-party costs or charges which you incur due to non-delivery of an order, or orders that have not been checked on delivery.

We are not able to process orders or deliver on UK Bank Holidays. All orders will be delivered to a single address.

This is a 'Supplier Delivered' item. When you place an order containing a mix of products including 'Supplier Delivered' items, one single delivery will not be possible as 'Supplier Delivered' products are delivered direct from the supplier.

All deliveries must be received and signed for by a person over the age of 18. If no-one is available to take the delivery, we will leave details at the address to rearrange delivery. We may need to

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make an additional handling charge for redelivery.

Due to insurance guidelines, our delivery personnel are unable to enter private residences. Delivery will be to the kerbside of the delivery address. The recipient of the Products is responsible for any additional lifting once the delivery has been made.

Risk of loss and damage in the Products will pass to you on the date when the Products are delivered or on the date on which we make our first attempt to deliver them to you.

Guarantee

All our windows have been manufactured in the UK to the highest industry standards and are supplied with a 10 year manufacturer's guarantee.

The 10 year guarantee is applicable to the frame, 5 years for glass units and a 2 year guarantee is applicable to the hardware.

The guarantee does not cover:

- Normal wear and tear, cuts or scratches, or damage caused by impacts or accidents and deliberate or negligent damage.
- Abused, misused or altered products.
- Products cleaned with incorrect cleaning methods or products.
- Incidental or consequential damage during or after installation.

Our sole liability is to repair or replace the product and will not be liable for fitting costs or any consequential loss. We accept no liability for the following:

- Condensation which may form on the product.
- Damage attributable to the failure of foundations or structure.
- Damage due to accident, storm, flood, negligence, misuse or unauthorised acts of a third party.
- Any imperfection inherent in the glass making process.
- Failure to adhere to our care and maintenance instructions.
- Any damage caused to your property, including redecoration required, unless it comes as a result of our negligence.
- Loss or damage caused as a result of preexisting structural defects.
- Any indirect or consequential loss.
- Any claims for consequential compensation.

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Viewing glass units for scratches on the outer faces of the panes must be carried out before any rendering, plastering or other works adjacent to the glazing takes place, and as early as reasonably practicable following installation. When measuring all aspects of quality of glass, please follow the below Glass and Glazing Federation Guidelines:

- Stand in the room no less than 2 metres away from the Insulated Glazing Unit (IGU) and look directly through them.
- For toughened, laminated or coated glasses, stand no less than 3 meters away.
- Do so in natural daylight, but not directly towards the sun and with no visible moisture on the surface of the glass.
- Where it is not possible to stand at the right distance then stand as far away as you can from the IGU.
- Exclude 50mm wide band around edge of the glass from the check.
- Glass must be viewed at 90 degrees to the window.

For more information on what to expect from your glass please search for the GGF Quality of Vision Guide.

All guarantee claims must be made in writing, with supporting imagery where needed to Wickes. From there we will conduct a review and if necessary send out one of our Technical Service Engineers to your property within 21 days. We will rectify all faults developing due to defective goods within the stated guarantee period in accordance with the terms.

If we believe the service work required is not covered by the guarantee, a call out charge of £150 plus material costs will be incurred and payable by you. If after the review we identify this as a manufacturing error covered by the guarantee, a full refund will be given.

All call outs will be made Monday to Thursday between 8am and 5pm.

Please ensure you follow our Care and Maintenance instructions carefully.