



Frequently Asked Questions

Where will the skip go?

This will be discussed at your technical survey. We will place the skip in an area of your choosing which will cause the least amount of inconvenience during the installation. Photographs will be taken to indicate exactly the position you have agreed. When the building team arrives, they will ensure that suitable protection is in place to protect your lawn / driveway from any damage. Collection of the skip is generally on completion of the basework.

How long will it take to finish my conservatory?

From the first day that the builders arrive on site until the completion of the project should take a maximum of eight weeks. You will receive a schedule of works after your basework has been completed to let you know when the carpenters, electricians, plumbers etc will be attending your property.

Where in the house will you start my window installation?

For two storey properties, we will always commence the installation upstairs.

Do I have to take my curtains down?

Before we arrive, we would ask that all curtains and curtain poles that are attached to the primary windows are taken down and stored safely to ensure they are not damaged. If you are unable to take down your curtains and poles, we can do this for you. This should be made clear to the salesman when you place your order.

Is there anything else I should do before my windows are fitted?

We would ask that any ornaments or large piece of furniture be removed from the working area near the window, to ensure these are not damaged.

What time of day do you start and work to?

We aim to start work between 9.00am and 9.30am on the first day of installation. If your installation runs into two or more days, the team(s) will be onsite anytime from 8.00am onwards. Daily finishing times are dependent on the time of year. These range from 3.30pm in the winter to 6.00pm in the summer. We will of course, make specific arrangements should you require these.

How and who do I pay?

Any representative of the Company is authorised to collect payment on behalf of the Company. You can pay by cash, personal or building society cheque, credit or debit card. We have the facility to accept card payments over the phone direct to our finance department should you prefer. All our fitters can issue receipts and will issue your 10-year guarantee upon receipt of payment.

What happens if you damage my tiles or wallpaper?

Whilst we take every step to ensure minimal damage is caused to the areas immediately surrounding your installation unfortunately, we cannot undertake to make repairs to tiles or wallpaper. We will of course, make good any plaster or brickwork that is required.