

Secure House terms and conditions:

General

General:

A - Every contract of sale or installation of our goods is subject to these conditions unless otherwise stated expressly agreed by us in writing. B - All other conditions and warranties, whether implied by common law or trade usage or expressed by you in your conditions or order or otherwise are hereby excluded. C - No contract shall exist between us until a written order based upon our quotation has been received from you and has been accepted by us in writing. D - Except as expressly provided in these conditions, we shall not be liable for direct or indirect loss or damage to persons or property howsoever arising from the sale or installation of our goods or any defect in them. E - Any contract between us shall be governed by the Law of England. F - All orders placed by the Buyer and accepted by the Seller are subject to these terms and conditions of sale, which are complete and exhaustive and override any other terms, conditions and provisions purporting to refer to the goods. All other forms, conditions, warranties, guarantees and representations (express or implied), are hereby expressly excluded. These terms and conditions of sale are not capable of being varied, supplemented, qualified or interpreted by reference to any prior course of dealing between the parties.

Price:

A - If after the date of contract, the cost to us of any labour, materials, supplies or carriage is increased, or we incur an increase in costs because of a change in statutory obligations, we may make a corresponding increase in our prices to you. B - Our price to you may also be increased if any work has to be suspended or altered because of your instructions or lack of the following installations site facilities:

*A door opening prepared strictly in accordance with details supplied by us.

*Clear access to the site.

*Storage facilities for the goods and our installation equipment.

*Adequate lighting, and electricity.

Title in the Goods:

This condition will take precedence over any subsequent "Title" condition imposed by you. A - Title in the goods will not pass to you until all sums of money, howsoever arising, due to us by you have been paid in full. B - Until property in the goods passes to you, the goods, howsoever situated, shall remain our exclusive property and shall be recoverable by us in part re-payment of any outstanding indebtedness by you to us. C - The ownership of the goods shall remain with the Seller which reserves the right to dispose of the goods until payment in full for all the goods has been received by the Seller in accordance with the terms of this contract, or until such time as the Buyer sells the goods by way of bona fide sale at full market value. If such payment is overdue in part or in whole the Seller may, without prejudice to any of its other rights, enter upon the Buyer's premises by its servants or agents and recover the goods for disposal as the Seller thinks fit. Payment of the contract sum shall become due immediately upon the commencement of any act or proceedings concerning the Buyer's solvency.

Delay:

A - We will use every reasonable effort to despatch goods or carry out installation work within any time agreed with you. B - If Seller doesn't manufacture and deliver articles in the given term of this Contract, except Force Majeure circumstances will pay to Customer 0.02% delay fee of the whole price of order for every dilatory day. C - We will reserve the right to extend lead time or return it to the factory if product will not meet our quality standards. We will provide picture evidence where possible if such issue arises. D - The seller will not take any responsibility for any damages or losses caused due to the delay of goods that have arisen due to the late orders from the supply chain. The seller will inform of any delays that arise within the factory.

Terms of Payment:

A - Where we are not installing goods, the price, including any carriage, insurance and freight charges, will be invoiced on, or before, delivery. B - Standard payment terms are 50% deposit 50% prior installation. C - If delivery is deferred beyond the contract date at your request, we will render our account on the contract date for the value of work done. D - We reserve the right to charge interest on overdue accounts at the rate of 8% plus Bank of England base rate per calendar month pro rata.

Guarantee:

A - We will repair or, at our option, replace any goods sold by use to you which are: * Shown to our reasonable satisfaction to have become defective within 12 months from the date of supply or, if installed by us, within 12 months from the date of completion of installation and * Where practicable, returned to us carriage paid immediately the defect is discovered. B - "Defective" goods are those which under correct usage, do not function properly because of a fault in materials, workmanship, design or installation. C - When goods are returned to us and on our inspection are found to not be defective, we make a reasonable charge for inspection and handling, and you will pay the cost of return carriage. D - Please note specific products and their components may have additional extended warranties and terms. E - The seller will not be responsible for any damages or losses while the product is being corrected under the warranty terms. F - CPA only applies to domestic jobs up to 30% in value incl. VAT

Advice/Testing:

A - Although we make an effort to ensure that any advice given to you concerning the delivery, installation, suitability and use of our goods is sound, we do not accept any liability for any use that may be made of it. B - Any tests of the goods or any part thereof undertaken by the Seller at the request or on the instruction of the Buyer shall be at the expense of the latter who shall reimburse the Seller at the cost thereof in accordance with the payment clause of the contract. C - Please note that while some of our products are PAS 24 compliant, they may not be so in the configuration that is quoted. You need to check with your building regulation approval body that this is acceptable as Secure House Ltd cannot take responsibility for Part Q compliance issues due to the nature of the regulations and testing constraints.

Drawings and wood material:

A - Any drawings, dimensions, descriptions and illustrations contained in our advertising material or otherwise submitted to you are merely intended to provide a general idea of the goods, and do not form part of any contract unless otherwise agreed. B - Any drawings or specifications concerning the goods submitted to you shall be treated as strictly confidential by you and shall be returned to us immediately on request. You may, however, use them in quotations which you may make to your prospective customers. C - Wood is a natural material therefore is subject to colour and grain differences. Natural variation on sheen levels is may differ up to 10-15% depending on the wood grain. If a sample is made it can only be used as a guide to the final shade and general appearance.

Changes:

If after the date of contract, improvements are made in the design or construction off our goods, we may incorporate these without reference to you provided that:

A - The quality of the altered goods is no less than the contract goods. B - Delivery is not delayed. C - The price is not altered.

Risk:

A - Where we are not installing the goods, delivery is ex our works, and all risk then passes to you. At your request and expense, we can, however, arrange carriage, insurance and freight. B - Where we are installing, all risks pass to you on completion of the installation

Installation:

Where the terms of the quotation include to be undertaken by us on your premises, or on a third party's premises, you shall indemnify us against all liability for breach of duty imposed (whether by statute, order, regulation, bye-law or common law) upon the occupier of the premises, or upon the employer of persons employed on the premises in respect of:

A - The conditions of the premises; B - The means of access to any place of work; C - The suitability and condition of any plant, equipment or appliance used in the premises and not provided by us that this indemnity shall not extend to liability directly resulting from the act of default of any person employed by us; D - Customer must inform fitters about the electric devices, pipes and all other mechanisms that are installed in the articles mounting place before mounting works have started. Seller doesn't take responsibilities for the damaged communications during the mounting works. E - The Seller shall not be liable for damage in transit, shortage of delivery or loss of goods in transit unless in the case of the damage in transit or shortage of delivery, a separate notice in writing is given to the carrier and to the Seller within 3 days of receipt of goods and in the case of loss of goods, notice in writing is given to the carrier and to the seller and a complete claim in writing is made within 14 days of the date of dispatch. Where goods are accepted from the carrier without being checked or where the Buyer collects the goods from the Seller, the Seller will accept no claim for either loss or damage.

Damage

Every care is taken to avoid unnecessary damage. Although the customer accepts and acknowledges the normal problems, which can occur when building works, are affected to property. The company will not undertake to make good fittings, furnishing, decorations or walls. Or any other parts of the premises and will not be liable for any damage caused by electricity or fire.

Clerical Error

The seller makes every effort to ensure the accuracy of the information published in its quotations, catalogs and on its website. The documents and graphics published may contain technical inaccuracies or typographical errors. All such documents and graphics are provided "as-is" without warranty of any kind. The Seller shall not be bound by any clerical or arithmetical errors occurring in any tender, invoice or statement of account issued by it.

Cooling off period

Once you entered into the contract you have 14 days to cancel the contract under the Consumer Contracts Regulations. The 14 days start on the day you agree to go ahead with the service and pay the deposit. After the 14 days period you may be charged a one-off cancellation fee of £500.00 + any other costs associated with the contract including site measurements and administration costs.

Quotation

All Orders are accepted by Secure House subject to the Terms & Conditions set out below. Product specific terms may apply in addition and any specific applicable terms will be provided to you as part of Secure House quotation process (these are the Special Terms). Please ensure that you read the following terms and conditions prior to placing your Order with us.

Why should you read these terms? It is important to read these terms carefully before submitting your Order to Secure House. These terms and conditions together with the quotation, Secure House general Terms & Conditions and Installation terms and conditions and any written information from your product manager, accepted purchase order and our Privacy policy shall govern any contract for the supply and installation of goods listed on our proposals by any method including telephone, meeting on a site and in our office.

No part of these terms and conditions affects your statutory rights as a consumer. Parties: this agreement is between Secure House and the Customer, the terms of which shall not be changed without written confirmation from both parties.

A one-year parts and labour warranty is provided as standard.
All prices are valid for 14 days unless stated otherwise.

We trust we have interpreted your requirements correctly. Please be aware that this quote does NOT include any of the following works:
- Structural calculations of any kind although only product specifics;

Access

To ensure a smooth unloading process, it is imperative that the client provides parking as close as possible to the site and convenient access to each structural opening. Any obstructions to the structural openings need to be removed prior installation (e.g. blinds, shutters, furniture, etc.)

Planning permission

It is your responsibility to contact the local authority to establish if the work to be undertaken requires planning permission or building regulations approval. We will not be liable for any costs, expenses, loss or claims for compensation or any other liability arising directly or indirectly as a result of you not getting planning permission or building regulations approval.

Sizes

The sizes provided are to be considered approximate and are subject to verification through an on-site survey. Slight variations in measurements between the design drawing and the actual product are permissible.

Making good

Following the installation process, any necessary "making good" activities will be the responsibility of separate parties. While we exercise utmost care during the installation of our products, there may be instances where the walls or surfaces experience drilling-related damages. Please be advised that Secure House cannot accept liability for such damages, and it may be necessary to engage a professional decorator to rectify any resulting issues. For instance, damages might occur when removing old frames that are integrated with the external render, or when installing in walls that are plaster boarded from the inside.

Installing on a construction site - Secure House does not provide protection for the installed doors and/or windows, it is others responsibility to protect the products after the installation.

Installing in a finished house and not a construction site - all rooms need to be protected from dust prior to the installation. This should be done by others. Please note that usually there is an excessive amount of dust from drilling into the walls. Skirting boards should be removed by others prior to installation.

Lead times

The stated production term on the quotation is not a guarantee and is indicative only and depends on the market situation, regarding the supply of production materials to the markets. Secure House will not take any responsibility for any direct or indirect damages or losses caused due to the delay of goods that have arisen due to the late orders from the supply chain or disruptions in the manufacturing process. Secure House will inform of any delays that arise within the factory.

PAS24 compliance for steel doors

While Secure House cannot provide a guarantee of PAS24 compliance for all of our products, we do have the capability to manufacture security doors that have been tested to meet the standards outlined in EN 1627-30 Class RC3. Additionally, we can conduct additional testing on the cylinder in accordance with PAS 24:2016 specifications. For further details and inquiries, please reach out to your designated project manager.

Glass imperfections

Glass defects – the buyer is responsible for filling the installation handover sheet about any noticed defects. Lack of such notes in the installation document may be the basis for rejection of possible complaints by Secure House. and other claims

- None of the doors or windows are structural;
 - Weather performance testing (including hose testing, water testing, air testing);
 - Acoustic testing;
 - Pull-out tests;
 - Any other on-site testing;
 - Supply or fitting of EPDM;
 - Site specific drawings;
 - 3D drawings;
 - Supply, fitting, connection or commissioning of access control equipment;
 - Specialist plant/machinery required for vertical lifting (including any required attachments) unless agreed separately;
 - Access for working at height (scaffolding, towers etc) - Secure House will provide access via hop-up only;
 - Allowance for any relevant documentation to be uploaded to any document management software (Aconex, 4P, Aside or similar)
- The above omissions supersede any additional/subsequent documentation by the main contractor or others unless specifically referenced and noted.

We have assumed that the installation of all units will be undertaken in a single, continuous site visit and that the craneage and vertical distribution, full access and power facilities will be provided at no cost to Secure House.

resulting from the presence of such defects.

According to the Secure House standards, the evaluation of presence of defects is performed with the glass in a vertical position, from a distance of at least 2 metres, on a grey screen background, and with bright scattered lighting. Any glass defects visible in such conditions when observed at the right angle - are subject to evaluation for conformity with the requirements defined in the Secure House standards. No dirt visible from a distance of 2 metres is permissible inside the insulating glass unit. Glass defects such as edge chips are permissible up to 2 mm or 20% of the glass thickness, while individual chips can be up to 6 mm. Cracks, even minor – are not permissible and should be reported at glass receipt.

Decorative elements can be installed inside an insulating glass unit at the buyer's request. The type, colour, geometry of elements are according to the purchase order. The evaluation method regarding the accuracy and quality of these elements is the same as for the entire insulating glass unit.

From time to time, the decorative element may move within the unit, e.g. through opening or closing or when a heavy load vehicle passing by. In order to reduce the potential of damage to either glass or muntin, silicone spacer pads are applied as standard at the muntin junction points.

Door closer adjustments

Door closer adjustments are not part of the services provided by Secure House. Several external factors can affect the performance and functionality of door closers thus Secure House cannot take the responsibility to adjust the door closers.

Cladding panels - Marine plywood material

During the process of cutting Marine Plywood, it is important to note that minor imperfections may arise as a result of material accumulation. The CNC cutting may result in slight chips on the layers of plywood. Moreover, when cutting stained or factory-sprayed plywood, the various layers of differently coloured material may become visible.

3rd party ironmongery

We cannot guarantee the compliance of a 3rd party ironmongery with our doors. If you wish to supply your own hardware, please enquire with your project manager to confirm the compliance with our doors prior placing the order.

Main door qualities

As our products are customized to meet individual requirements, the final product specification may differ from the testing results. We kindly request that you notify us if there are any specific specification requirements that need to be met. This will allow us to ensure that the final product meets your unique needs and expectations.

Powder coating

Please note that variations in colour may occur naturally and unavoidably between batches of all powder products. Although powder coaters make every effort to minimize visible discrepancies, it is not possible to assure absolute consistency. Please be aware that special effect powders are more open to showing the differences in appearance.

Please note – profiles for our industrial style steel doors are made by hot rolling steel at high temperatures, which can result in the uneven steel surface. The profile that can be most affected by this is the T profile due to the material shrinkage in the core of the T profile. This is not a defect but an inherent feature of the hot-rolled system, an added value that distinguishes steel from aluminium.

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Factory spray

You acknowledge that whilst every attempt is made to match paint colours on the goods/products, slight variations may occur and during the Guarantee Period such paint finishes may dull due to weathering. Secure House shall not be responsible or liable for any such dulling to the paint finishes on the goods/products. A one-year paint warranty is provided as standard unless stated and agreed. Any works, including drilling and screwing, which break the paint "seal" will void any paint warranty.

Stained finish

When it comes to stained finishes, it should be noted that natural and inevitable variations in colour may occur between different batches of stain products. To reduce these variations, it is always advisable to request a sample of the stained finish prior to initiating the manufacturing process. However, please keep in mind that the stained timber sample may not be an exact representation of the final product due to the unique way in which stain saturates the timber. It is highly unlikely that two separate pieces of timber with the same stain applied will match each other perfectly.

Trickle vents

The customer assumes the responsibility of ensuring that the doors and windows they order comply with their local council requirements. In the event that trickle vents are necessary, it is imperative for the customer to explicitly specify their inclusion when placing the order. It is the customer's responsibility to carefully review the specifications outlined in the quotation and ensure their adherence to relevant regulations before proceeding with the order.

Drilling to the floor

Our engineers require the drilling of the floor in cases where double doors or doors with fixed side panels are necessary. Therefore, it is crucial to ensure that there are no obstructions, such as underfloor heating, that could impede the drilling process.

Electrical connections

Secure House will provide wiring diagrams for the products. Any electrical connections, cabling, and power supply related to mains electricity must be carried out by certified electricians, as opposed to Secure House installers. Secure House installers do not hold the required certification to handle high voltage systems. Electricians are responsible for preparing all necessary cabling prior to Secure House product installation. Any connections to 3rd party systems must be carried out by client's designated electrician or original service provider

Ironmongery – aged finishes & product care

Aged finishes

We have added 5 new finishes to our already extensive product range.

MATT Bronze

Polished Brass which is not lacquered will naturally darken with time, however with our MATT Bronze finish we have aged the brass, and applied a clear lacquer. Over a period of time the bronze colour will lighten along any edges and surfaces that are frequently touched and create a naturally aged appearance highlighting frequently touched areas and exposing the brass below.

As the finish will change over time, there is no warranty on this finish.

Antique Brass

With this finish we polish the brass and apply a bronze patina over the total surface. Using soft brushes our experienced polishers remove some of the bronze patina to expose the brass below thus highlighting the variance of shades making each piece both appealing and unique.

To preserve the final appearance, we apply a protective coating of clear electrophoretic lacquer.

Polished Nickel, a Living Finish

Our Polished Nickel finish is nickel plating on highly polished brass. The nickel finish is not coated and will therefore oxidise naturally.

If not regularly buffed with a soft cloth the nickel plate will subtly change over time by taking on an aged patina.

Solid Bronze Rustic, a Living Finish

These striking products are made using molten Bronze flowing into cavities within a sand mould. This casting process leaves light surface indentations to bestow a rustic appearance, which contrasts in texture to other smoothly finished products. A light bronze patina is applied by hand on the cast bronze creating a country-style appearance.

When leaving the factory these products are coated with paste wax. This acts as a barrier to prevent oxygen from immediately oxidizing the bronze surface. Over time, this layer is worn away allowing water and oxygen to then oxidise the surface.

Over a period of time the bronze patina will lighten along any edges and surfaces that are frequently touched, creating a naturally aged appearance as the bronze below is exposed. When untouched the finish may darken as the bronze oxidises. As this is a living finish, products will not be identical, there will be slight variation in hue and tone.

Avoid exposure to abrasives or chemicals as these will mar the surface finish.

It is good practice to occasionally wax the surface using Carnauba wax. As the finish will change over time, there is no warranty on this finish.

Black Iron Rustic

Our Black Rustic range is produced with molten iron flowing into cavities in a sand mould and made malleable by a process known as annealing. The surface of this product will reveal slight indentations created as the metal cools while the shape is being formed to bestow an aged look.

After casting we treat the iron with a process called Phosphating, which slows the rusting process, and coat the product with a powder coated black finish.

Any Iron product is prone to rusting, please read our maintenance recommendations.

PRODUCT CARE

Maintaining the quality of the finish requires occasional care by removing dust and stains from the surfaces.

Lacquered Finishes

Comprising Polished Brass, Satin Nickel, Antique Brass, Matt Bronze, Satin Brass, Jupiter, Mercury and Mayfair.

All lacquered finishes will eventually break down over time. Lacquer breakdown will occur more frequently on products exposed to the climate, particularly in coastal areas and in polluted environments.

Regularly removing dirt and watermarks with a non-abrasive cloth will help maintain the life of this finish.

For products used externally applying a non-abrasive light wax coating will protect the lacquer and could extend its life. DO NOT USE metal cleaners or aerosol sprays as these will damage the lacquer.

External fittings will also benefit from a periodic light oiling of springs and moving parts

The life of the lacquer is beyond the manufacturer's control, and therefore cannot be guaranteed.

Polished Chrome, Satin Chrome, Apollo and PVD Finishes

Regularly removing dirt and watermarks with a nonabrasive cloth will help maintain the life of these finishes.

External fittings will also benefit from a periodic light oiling of springs and moving parts

Black Iron Door Furniture

Regularly removing dirt and watermarks with a non-abrasive cloth will help maintain the life of this finish.

Exposure to humidity will cause the product to rust so all external fittings will benefit from an occasional wiping over with a lightly oiled cloth and a periodic light oiling of springs and moving parts.

If the decorative material shows signs of 'Chipping' remove any flaking or loose paint, making sure the surface is dry and grease free, then spot the affected area with enamel paint e.g. 'Humbrol' or similar.