

**CGT Carpentry Ltd offers estimates, goods, and services in accordance with the data that the client supplies.**

### **Supply of Fire Doors**

**A detailed specification for each door or door set will be provided when CGT Carpentry Ltd provides a price for a fire door. It is the customer's responsibility to make sure that the quote they receive accurately reflects the specifications and measurements of the desired door or doors. Customers shall be entirely responsible for the goods supplied and all associated costs if they fail to supply the necessary specifications and/or measurements.**

**If there are any specifications that need to be changed, CGT Carpentry Ltd must receive written notice of these changes so that the quote can be adjusted. By submitting a purchase order or making payment for the order, the customer attests to the accuracy of the door quote specifications.**

**Any measurement inaccuracies would not be held against CGT Carpentry Ltd. If you decide to employ the measuring service that CGT Carpentry Ltd offers at a cost, the company will be held accountable for any inaccuracies in the measurements.**

**Fire doors will be supplied by CGT Carpentry Ltd as sets or as leaf only. In order for doors purchased as leaf only to be classified as fire doors, customers must make sure their frame satisfies testing requirements and door set specifications.**

### **Delivery to Site**

**The lead times for delivery that we provide for fire doors are merely estimations.**

**Deliveries made by CGT Carpentry Ltd are limited to the address on the order confirmation.**

**Although we will make every effort to deliver the products by the designated dates, delivery may be postponed due to unforeseen circumstances. If there is a delay in delivery, we won't be responsible for any resulting losses.**

**Door deliveries will only be made to the curbside. To take delivery and make sure you can move the doors to a proper spot, you must be present on the property. Because fire doors are so heavy, it is advised that a minimum of two people carry each door. Delivery expenses may be assessed as a failed delivery and refunded if you are not present when the item is delivered. It will therefore be necessary to schedule a new delivery date for a later time.**

**Doors and frames must be inspected by the customer as soon as they are delivered to the location. Before signing for the delivery of the goods, kindly inspect the quantity and condition of the items. It is necessary to record any visible damage or short deliveries on the delivery**

note and the duplicate that is sent to the courier. Deliveries that are damaged must be denied and not accepted. Any damage caused by handling or transportation is the customer's responsibility after the item is received and signed as undamaged.

After the carrier has departed, kindly notify CGT Carpentry Ltd at [info@cgtcarpentry.co.uk](mailto:info@cgtcarpentry.co.uk) as soon as you discover any transport damage. Items damaged during shipment may not be replaced or refunded if damage is not reported.

Fire doors and accessories should not be left outside; instead, they should be stored in a safe place to prevent damage between delivery and installation. If fire doors or accessories are left in an improper place, CGT Carpentry Ltd. is not responsible for any resulting damages.

### **All Fire Door Services**

All of our fire door services, including installations, repairs, and surveys, are provided under the condition that the client has taken the necessary precautions to guarantee that the building structures housing the fire doors are suitable for our performance. Site plans with the positions of all the fire doors properly marked and referenced must be submitted in advance when installing, repairing, or surveying multiple doors.

It is not the responsibility of CGT Carpentry Ltd to find or fix concealed or visible flaws in walls or floors, such as when they are not constructed in accordance with building codes or other regulations. It is not necessary for CGT Carpentry Ltd to fix uneven floor surfaces that can interfere with a fire door's ability to operate properly.

When measuring up or before starting any work, we could perform an invasive inspection (with the customer's consent) to look for any possible structural problems. In cases where intrusive inspection is not feasible and faults are not apparent at the time of inspection, CGT Carpentry Ltd shall not be responsible for the necessary corrective actions taken later on these pre-existing defects.

Making good or corrective work will not be the responsibility of CGT Carpentry Ltd when removing architraves or doing other invasive examinations.

When our installers arrive, they must get to work. CGT Carpentry Ltd levies a waiting fee of £60.00 + VAT per person per hour if our team is unable to start work because of delays brought on by problems like, but not limited to, locked doors, waiting for an area to be cleared, electrical obstructions, etc.

In the event that CGT Carpentry Ltd. is not at fault and a task needs to be paused, the customer will be charged for the initial service plus a re-attendance fee and any necessary travel or associated charges.

## **General Customer Obligations**

**For the duration of our visits to your location, could you kindly give us free parking within a 250-meter radius of the site? We may charge you for parking if you are unable to provide free parking. If our installers are unable to park within 250 metres, do let us know before we provide a quote.**

**To accomplish our task, we need a secure workspace, adequate lighting, unrestricted access to power, and restrooms.**

**It will be the customer's obligation to make sure that access is allowed if access to adjoining land is needed.**

**The customer is in charge of obtaining any necessary planning permissions for the work. You must submit the required application to the relevant authority regarding the Works if the Property is a listed building, located in the Norfolk and Suffolk Broads, a national park, conservation area or area of outstanding natural beauty, or if it is subject to direction under Article 4 of the Town and Country Planning (General Permitted Development) Order 1995 ("Order").**

**We will presume, without conducting any additional research, that the property is not subject to any restrictions if the customer has not requested the required planning permission and it is located within a national park, conservation area, area of outstanding natural beauty, the Norfolk and Suffolk Broads, or is the subject of a direction under Article 4 of the Order. If it transpires that the necessary consents were not acquired, we shall have no liability whatsoever in the event of enforcement or other action by any person, statutory body, local authority, or other such entity.**

**We do not promise to relocate any telephone, gas, electricity or plumbing installations that may be required for us to fulfil our responsibilities under the Contract, unless specifically stated in writing. The customer is responsible for arranging for any necessary follow-up visits to be done before we start the product installation. We will have to charge for re-attendance if such delays prevent us from finishing our work.**

**Before any work is started, any information regarding PPE or the customer site's safety regulations should be given.**

## **Fire Door Set Installations**

**Although CGT Carpentry Ltd advises installing complete fire door sets, which include leaves and frames, the customer is free to decide whether to change the frames. Only if the customer specifically requests it will CGT Carpentry Ltd place leaves in an existing frame; certification for this work is not available.**

For all fire doors to be certified for installation and meet compliance requirements, they must have the proper frame and architraves, ironmongery, fasteners, and a door closer (minimum required). Products and services that are ordered will be supplied by CGT Carpentry Ltd; however, any parts or services that are not ordered must be supplied, provided, and installed by the customer. The fire door set cannot be fully certified and signed off on without all required parts. When this happens, we will note the missing equipment and raise a partial certification or paperwork. After that, it is the customer's responsibility to install any necessary equipment that is missing.

It is the customer's responsibility to notify CGT Carpentry Ltd in advance if they intend to have specific components delivered and installed elsewhere. Unless there are special circumstances, CGT Carpentry Ltd is unable to reinstall old door hardware into a fire door. Before placing your order, please discuss your needs with the fire door team. They will be happy to confirm in writing whether CGT Carpentry Ltd can satisfy your needs.

CGT Carpentry Ltd is in charge of packing and fastening any spaces between fire door frames and structural walls up to a maximum of 28 mm. If the gap is more than 28 mm, CGT Carpentry Ltd may be able to provide repair work; however, this will be priced as separate work and may not happen during the same visit.

Before we schedule the installation appointment, you must notify us in writing if your fire door frame is made of metal. The installation and removal of fire doors can be invasive and may result in wall damage. The client bears the duty of repairing any harm resulting from the installation or removal of fire doors.

### **Making Good**

Please be advised that corrective work to the existing walls may be necessary after the installation of a fire door, frame, architrave, or any fire door hardware. Correctional work and the redecoration of any walls, skirting boards, flooring, or ceilings are not the responsibility of CGT Carpentry Ltd. The customer, not CGT Carpentry Ltd., shall be liable for any charges related to making good.

The customer will be responsible for any additional time and expenses incurred if the frame needs to be narrowed or the architraves need to be rebated due to the customer's inaccurate measurement.

### **Disposal of Old Fire Doors and Frames**

The cost of the installation does not cover the disposal of the old fire doors and frames that are removed. You can get quotes for removal and disposal separately. Kindly let CGT Carpentry Ltd

know about any removal needs before scheduling an appointment.

## **Manufactured Goods**

In the event that you discover any inconsistencies between the provided doors and the door requirements, kindly contact [info@cgtcarpentry.co.uk](mailto:info@cgtcarpentry.co.uk) immediately. Additionally, you should not begin any work on these doors. We will arrange for the products to be repaired or replaced for free, at our discretion. Unless a written agreement is made before any work begins, CGT Carpentry Ltd. will not be liable for any expenditures if you complete the necessary modifications.

Although every effort is made to prevent expansion and/or shrinkage of fire doors and frames, CGT Carpentry Ltd cannot be held accountable for movement within the products due to their natural material composition and the unpredictable nature of environmental factors that can cause expansion or shrinkage.

If product faults are found on the door leaf or the frame within 5 years from install we will repair, or at our discretion, replace items free of charge.

## **Fire Door Accessories**

The usual product warranties for these goods are applicable in cases where accessories have been supplied.

## **Cancellations**

There is no fee to cancel Fire Door Services up to four weeks before the visit; after that, there is a full charge. Please send written cancellations to [info@cgtcarpentry.co.uk](mailto:info@cgtcarpentry.co.uk).

Orders for fire doors can only be cancelled before production begins. In order for us to monitor the status of production, please notify [info@cgtcarpentry.co.uk](mailto:info@cgtcarpentry.co.uk) of any cancellations of orders for fire doors or any of the components of a fire door set as soon as possible. We are unable to issue a refund once manufacturing has begun.