



## INFORMATION FOR YOUR DAY OF FITTING

- We do try our best to arrive within the time slot given, however due to the nature of our job this is not always guaranteed.
- Upon arrival we will document any existing damage to walls, floors and door frames these images are for office use only and will be kept in a confidential file.
- Please ensure all valuable or breakable objects are removed from the area of fitting and also personal possessions are covered i.e. sofa's beds etc.
- We do not use dust sheets or shoe coverings as these are a trip hazard.
- Our fitters will not remove their footwear under any circumstances, work will not be carried out if this is required.
- We do plane the doors in your property next to your frames, this is to eliminate any damage being caused to doors being brought in and out of your property on numerous occasions.
- We fit to your frames, we fit the doors to a high level however we have no control on the existing condition of your frames. i.e., removing hinges that have been painted over or gaps left exposed from previous hinges. We can replace your frames at a cost if necessary.
- We fit 2 x standard 3" hinges to every door unless you have chosen to upgrade at point of purchase or at any point prior to the day of fitting.
- Our fitters do their best to clean up and Hoover, however further cleaning may be required by yourself.
- Payment is due on or before the day of fitting and not on completion. Our office staff have the right to request payment at any given time on the day of fitting, our fitters can not leave your property until payment has been received.
- We have a zero-tolerance policy, any aggressive or violent behaviour towards our staff will result in no further work being carried out.
- It is common for doors to settle once fitted and we are more than happy to return to adjust them (within your 3 month fitting guarantee, 1 year for external doors). After this time there will be a call out charge.
- All doors and hardware come with a 1 year warranty. External composite doors have a warranty of up to 10 years.
- Unfortunately, we are unable to dispose of your old doors as it is illegal for us to do so without a waste carriers licence, however we can recommend Bells waste who would be more than happy to give you a quote and arrange collection of your old doors. Telephone 0191 4144559.

If you have any concerns regarding this information, please contact our office on 0191 2862057 and we will be happy to help with your enquiry.

Thank You for choosing Mr Joinery.