

Refund & Cancellation Policy

We Fix Windows UK Ltd · Company number 16963438

Effective Date: 11 August 2026

At We Fix Windows UK Ltd, we are committed to providing high-quality window repair, replacement, and installation services. We understand that plans can change or issues may arise, which is why we have outlined our clear policy regarding refunds, cancellations, deposits, and bespoke orders below.

This policy complies with your statutory rights under the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013.

1. Bespoke & Made-to-Measure Products

Important Note: Under the UK Consumer Contracts Regulations 2013, the statutory 14-day “cooling-off” period does not apply to goods that are made to the customer’s specifications or are clearly personalised.

- **Non-Refundable Status:** Any bespoke, made-to-measure, or custom-ordered products — including but not limited to custom double-glazed sealed units, tailored window frames, specialist glass, and made-to-measure doors — cannot be cancelled, returned, or refunded once manufacturing has commenced or the order has been processed with our suppliers.
- **Accuracy of Measurements:** Where measurements are supplied directly by the customer, We Fix Windows UK Ltd accepts no liability for incorrect dimensions provided. Refunds or replacements will not be granted for fitting issues arising from customer measurement errors.

2. Deposits & Advance Payments

- **Standard Services:** Deposits for standard, non-bespoke repair services are fully refundable if cancelled with more than 48 hours’ notice prior to the scheduled appointment.
- **Bespoke / Custom Orders:** Deposits paid toward custom-manufactured items (e.g. made-to-measure sealed units, bespoke frames) are strictly non-refundable once the order has been submitted to manufacturing, as these funds cover irreversible material and supplier costs.

3. Standard Repairs & Labour Services

Cancellations Before Work Begins

- **More than 48 Hours’ Notice:** You may cancel standard repair appointments free of charge up to 48 hours before the scheduled appointment time.
- **Less than 48 Hours’ Notice:** Cancellations made within 48 hours of the scheduled appointment time may be subject to a callout or administrative fee to cover lost labour and scheduling costs.

Completed Work

- Once repair services or labour have been completed with your explicit agreement, fees for labour are non-refundable.
- If you are unsatisfied with the quality of the repair work carried out, please notify us within 14 days so we can inspect and rectify the issue under our service guarantee.

4. Emergency Callout Services

In situations where emergency board-up, securing, or repair services are requested to begin immediately, you explicitly agree that the service is being provided straight away.

Once emergency attendance or temporary repair work has commenced at your property, the callout charge is non-refundable, regardless of whether permanent repairs are subsequently ordered.

5. Faulty, Damaged, or Incorrect Goods

Your statutory rights under the Consumer Rights Act 2015 are not affected by this policy. If any product supplied or installed by us is found to be defective, faulty, or not as described:

- **Inspection:** We reserve the right to inspect the product or installation to verify the fault.
- **Remedy:** We will offer to repair or replace the faulty item free of charge within a reasonable timeframe.
- **Refund:** If a repair or replacement is not possible, or fails to resolve the issue, you may be entitled to a full or partial refund.

Note: Damage caused by misuse, accidental damage, unauthorised modifications, or normal wear and tear after installation is excluded from this policy.

6. Guarantees & Workmanship Warranties

- **Guarantees:** All installed components (e.g. hinges, locks, handles, sealed units) come with a manufacturer guarantee. Repair workmanship is guaranteed for 12 months from the date of completion.
- **Exclusions:** Warranties and guarantees are voided if damage occurs due to structural movement of the property, third-party tampering, improper maintenance, severe weather damage, or accidental damage following installation.

7. Property Access & Site Conditions

- **Failure to Provide Access:** If our technicians arrive at the agreed time and cannot gain access to the property, an abortive callout fee may be charged to cover travel and labour expenses.
- **Unforeseen Structural Issues:** If hidden defects or structural damage (e.g. rotten lintels, severe masonry decay) prevent installation or repair, we reserve the right to pause work. Additional labour or material costs required to safely complete the job will be quoted separately for your approval before proceeding.

8. Delays Beyond Our Control

We accept no liability for delay or failure to deliver services resulting from circumstances beyond our reasonable control (e.g. extreme weather conditions, supplier manufacturing delays, or transit disruptions). In such events, we will reschedule your service at the earliest available date without penalty to either party.

9. Refund Process

Where a refund is approved by We Fix Windows UK Ltd, it will be processed using the original method of payment within 14 working days of the agreement.

Any deposit paid for bespoke orders remains strictly non-refundable once the production process has begun.

10. Contact Us

To request a cancellation, report a faulty product, or query a payment, please reach out to our team:

- **Email:** wefixglazing@outlook.com

- **Phone:** 07563 795418
- **Address:** 33 Breezehill, Wootton, NN4 6AG