

Terms & Conditions

We Fix Windows UK Ltd · Company number 16963438

Effective Date: 11 August 2026

These Terms and Conditions set out the basis on which We Fix Windows UK Ltd (company number 16963438) supplies window and door repair, replacement, installation and window tinting services.

By accepting a quotation, paying a deposit or allowing work to begin, you agree to these terms.

1. Quotations

- Quotations are valid for 30 days from the date issued unless stated otherwise.
- Quotes are based on the information and access available at the time of survey. If the work required differs once the glass, frame or door is opened up, we will quote any additional cost for your approval before continuing.
- Verbal estimates given over the phone are indicative only until confirmed in writing.

2. Orders & Deposits

- A contract is formed when you accept our written quotation or pay a deposit.
- Deposits may be required for bespoke or made-to-measure items and are used to cover material and supplier costs.
- Bespoke items are manufactured to the sizes confirmed on your order. Please check them carefully before approving.

3. Appointments & Access

- You must provide safe and clear access to the windows, doors or glazing being worked on, including moving furniture, blinds and valuables where needed.
- If our engineers cannot gain access at the agreed time, an abortive callout fee may apply.
- Appointment times are estimates. We will let you know as soon as possible if we are delayed.

4. Carrying Out the Work

- We will carry out the work with reasonable care and skill, in line with the Consumer Rights Act 2015.
- Old sealed units, frames and hardware removed during the work will be disposed of by us unless you ask to keep them.
- We are not responsible for pre-existing defects such as rotten timber, failed lintels, cracked render, damp or previous poor workmanship, or for damage to decoration, sealant or plaster that is unavoidable when removing glass or frames.

5. Prices & Payment

- Prices are as stated in your quotation. Any variation agreed on site will be confirmed before the extra work is carried out.
- Payment for the balance is due on completion of the work unless agreed otherwise in writing.
- Goods supplied remain the property of We Fix Windows UK Ltd until paid for in full.
- We reserve the right to charge statutory interest on overdue accounts under the Late Payment of Commercial Debts legislation where applicable.

6. Guarantees

- Our workmanship is guaranteed for 12 months from completion.
- Sealed units, hinges, locks and handles carry the relevant manufacturer guarantee.
- Guarantees exclude accidental damage, misuse, third-party tampering, structural movement, severe weather damage and lack of routine maintenance.
- Guarantees are only valid where the account has been paid in full.

7. Window Tinting & Film

- Applied film may show minor imperfections, small specks or slight edge gaps, which are normal characteristics of hand-applied film.
- Newly fitted film can look hazy or show moisture pockets for up to 30 days while it cures. Do not clean or handle the film during this period.
- It is your responsibility to ensure any vehicle tint requested complies with UK road legislation. We will advise on legal limits before fitting.

8. Cancellations & Refunds

Cancellation rights, deposits and refunds are governed by our Refund & Cancellation Policy, which forms part of these terms.

9. Liability

- We maintain public liability insurance for the work we carry out.
- Our liability is limited to the value of the work carried out, except where the law does not allow such a limit.
- Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for any other liability that cannot legally be excluded.
- We are not liable for indirect or consequential losses such as loss of income or business interruption.

10. Complaints & Governing Law

If something is not right, please contact us within 14 days so we can inspect and put it right. We aim to acknowledge all complaints within 5 working days.

These terms are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the courts of England and Wales.

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