

SPECIAL CONDITIONS

Terms of payment – stage payments

50% of contract price to be received as cleared funds by Twinfix	This is an advance payment to secure manufacturing slot, carry out design works and if applicable a site survey. An invoice will be issued by Twinfix confirming the amount to be paid. Payments must be cleared prior to delivery dates. Failure to pay this amount in full will result in delays to delivery.
Remainder	An invoice will be issued on delivery and must be paid in full within 30 days.

The above terms are subject to us obtaining acceptable credit references. If alternative terms have been agreed these will be stated within your order acknowledgement.

Where a credit amount has not previously been approved, Twinfix Limited will require Bank and Trade references and reserve the right to impose specific payment terms which may require additional monies to be paid in advance.

Lead time / delivery:

Once we receive your acceptance, we will then issue an order acknowledgement which will confirm that a contract exists between us from the date of the order acknowledgement. We will then issue an advance payment invoice. Once paid, we will proceed to execute the works on this basis, unless we hear from you within 7 days from our order acknowledgement.

Our standard lead times are between 4 and 8 weeks from approval of all drawings however an exact programme will be confirmed by our planning office.

For large projects an initial delivery will be completed in line with the above lead times with further phased deliveries at agreed intervals.

Delivery shall be made to the customer address on the quotation unless otherwise agreed in writing;

Delivery is usually made on Twinfix's own vehicle to many areas of the UK, however some outlying areas may be subject to a delivery charge. Please contact the sales office for details. Delivery outside the UK would be at an extra cost unless expressly *included* within your quotation. Requested split deliveries will also incur an additional delivery charge for each additional delivery requested.

Working hours

Our normal working hours are Monday to Friday 37 hours standard week varies between 7:30am and 6pm

Night, weekend and bank holiday deliveries are excluded unless otherwise stated. Deliveries outside of normal working hours will be subject to prior agreement and charged at cost plus 20%.

Limitation of liability

We would draw your attention to our limitation of liability terms as set out in our conditions of contract clause 15.1.

Offloading:

The Customer shall ensure full and adequate access to the place of delivery and that sufficient offloading facilities are provided. Twinfix will not provide any offloading resources or equipment including (but not limited to) fork lift trucks and specialist crange.

Acceptance of goods:

The Customer shall within 24 hours of delivery give notice in writing to Twinfix of any issues with materials received. Should the Customer fail to give such notice they shall be deemed to have accepted the Goods. See conditions of contract clause 10 for full details.

Existing structures

Where the contract works includes a lean to or cantilever canopy, but the Customer's site survey indicates that the building does not have adequate structural capabilities, a free standing design may be required at additional cost.

Where the contract works are for roof glazing materials only and not for any supporting / structural framework. All supporting / structural framework is to be supplied by others.

Structures:

Our canopies are polyester powder coated aluminium structures in 6063 T5 grade aluminium which does not rust like steel and requires minimal maintenance. They are also CE Marked to BS-EN 1090-1, in accordance with the Construction Product Regulations. If no execution class is stated within your enquiry, our product will conform to Execution class 2 only.

Multi Link Panels:

Multi-Link-Panels need to be installed with a minimum pitch of 5°. If site conditions, or the design, require a steeper pitch, this will necessitate a longer panel length and the price may need to be adjusted. If a 5° pitch can not be obtained then the self cleaning of the polycarbonate and water management of the glazing bars can not be guaranteed.

Easiglaze Panels:

Easiglaze Panels need to be installed with a minimum pitch of 10°. If site conditions, or the design, require a steeper pitch, this will necessitate a longer panel length and the price may need to be adjusted. If a 10° pitch can not be obtained then the self cleaning of the polycarbonate and water management of the glazing bars can not be guaranteed.

Spacelite Rooflights:

Spacelite Rooflights need to be installed with a minimum pitch of 5°. If inclusive of Twinfix kerb then this will be accounted for in the kerb supplied. If kerbs are being supplied by others then these must be of a suitable material (steel/timber or aluminium), must be a minimum of 40mm deep and must accommodate the 5° pitch requirement. It must be noted that these rooflights cannot be installed above a 25° slope angle.

Flashings:

Standard flashings constitute a closure trim at the rear of the canopy and closure trims at each end of the canopy back to the building. This is subject to the building substrate being suitable to seal to. For panel only jobs no flashings/closure trims are included unless stated within your quotation. If included these will be aluminium or aluminium composite. All flashings included within our price will be shown on the general arrangement drawing when issued for approval.

Windows and Doors/Vertical glazing to all sides of canopy

Where the contract includes for a canopy with windows and doors or vertical glazing to all or part of the sides creating an enclosed area, this will NOT be deemed as a fully sealed room and will not meet doc L of the building regulations, i.e. whilst the side glazing would include closure flashings to minimise water ingress they will not be designed to prevent driving rain or wind. No guarantees will be provided to this effect.

Fixings:

Unless otherwise stated within your quotation Twinfix product to product fixings only are included. For fixing Twinfix product to structure/sub structure by others fixings are not supplied (excluding chemical anchors into concrete foundation pots for Twinfix canopies).

Rates for variations

See conditions of contract clause 11 for details on variations

Abortive deliveries due to denied or restricted access, will be charged at £250 per aborted delivery. See conditions of contract clause 10.3 for additional storage charges for delayed/aborted deliveries.

Structural calculations

Non site-specific structural calculations/deflection data is available. These have been calculated on a wind loading of 0.6Knm². It is the client's responsibility to check if site conditions are any different.

Site specific structural calculations can be provided at additional cost and if included will be stated within your quotation. Site specific calculations are specific to the site postcode area, our canopy framework and its fixings.

With all calculations we do not indicate whether the building or ground bearing pressure is sufficient to hold the canopy and all associated load it is the client's responsibility to check and confirm that the building and ground bearing pressure is able to accept the loads imposed. In our calculations we will assume a ground bearing pressure of 50Knm² unless advised to the contrary. If notification of ground bearing pressure is supplied after our calculation report has been issued an additional charge may apply for amendments to the report.

Our quotation is subject to structural calculations. If on production of the structural calculation report the structural engineer requires the design / materials to change then this would be chargeable.

Drawing / Approval Process

In order to achieve optimum lead times for the delivery of the materials we need you to provide all necessary survey/specification/dimensional information promptly for the creation of our General Arrangement drawings. No works can commence until such information is provided.

We will also need you to return all Approval Forms issued throughout the project (with payment), promptly and within specified timescales (as to be confirmed by our Planning Department). If your approval / payment is delayed for any reason our estimated lead times cannot be guaranteed.

Unless stated within your quotation, it should be noted that all dimensions are the responsibility of the Customer. Twinfix have no responsibility under a supply only contract to carry out a site survey nor verify the accuracy of site dimensions. The Customer must check all dimensional information before approving any General Arrangement drawings.

Quoted prices are inclusive of 1no drawing revision, further revisions due to specification changes would be chargeable.

Contract documentation

This quotation, the attached conditions of contract and any documents referred therein are the only basis on which Twinfix will contract. Any other conditions contained or referred to in any correspondence or order from you is excluded. In the event that we are requested to start work on site, then our works will be governed exclusively by these documents.

In the event that any assumptions stated in this quotation are incorrect, then this will be treated as a variation to the contract and entitle Twinfix to claim additional costs.

We would also note that the contract price does not include for any additional guarantees or warranties. This includes collateral warranties and insurance backed guarantees.