



SASH WINDOW SHOP
Easy To Order Wooden Sash Windows **ONLINE**

Terms and Conditions for Online Orders



Terms and Conditions of Sale

1. Definitions

1. **"Company", "We", "Us" or "Our"** refers to Sash Window Shop Ltd.
2. **"Customer", "You" or "Your"** refers to the purchaser of goods via sashwindowshop.online.
3. **"Products"** means the bespoke timber windows, doors or associated items purchased from Us.
4. **"Contract"** means the legally binding agreement formed when You place an order and We accept it in writing.
5. **"Site"** refers to sashwindowshop.online.

2. Company Information

Sash Window Shop Ltd is registered in England and Wales (Company No. 13241521).
Registered Office: Unit 71 Greenway Business Centre, Harlow Business Park, Harlow, CM19 5QE.

VAT No: 377 2396 60.

Contact: hello@sashwindowshop.com | 01279 456670

3. Bespoke Nature of Products

All Products sold via this website are made to order based on Your supplied specifications. As such, these are exempt from the standard 14-day cancellation rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

4. Placing an Order

By submitting an order via our online tools:

1. You confirm all specifications, measurements, and product details are accurate and suitable for Your needs.
2. You must be 18 years or older and legally capable of entering into a contract.
3. A binding contract is only formed once You receive a written Production Confirmation from Us.

We recommend engaging a competent tradesperson to check and supply accurate measurements. We are not responsible for errors resulting from Customer-supplied specifications.

5. Amending Orders

Changes after submitting Your order must be made within 24 hours. After this, production may have commenced, and charges may apply.



6. Pricing & Payment

1. Prices include VAT but exclude delivery unless otherwise stated.
2. Full payment is required at the point of order.
3. Payment is accepted via credit/debit card (Visa, Mastercard, Maestro).
4. In the event of a pricing error, we will contact You to confirm or cancel the order before production begins.

7. Delivery

1. Delivery is typically within 8–10 weeks unless otherwise confirmed in writing.
2. Delivery is kerbside only unless otherwise agreed.
3. You are responsible for arranging sufficient labour to unload the Products on delivery.
4. We will provide a delivery time window but delays due to weather or traffic are outside our control.
5. Do not schedule tradespeople until You have checked and accepted delivery in full.

8. Risk and Ownership

1. Risk transfers to You upon delivery.
2. Ownership remains with Us until full payment is received.

9. Cancellations

As the Products are bespoke, no cancellations are permitted once production has commenced. If You wish to cancel before this, please contact Us immediately. Any incurred costs may be deducted from Your refund.

10. Returns & Damaged Goods

1. You must inspect goods on delivery and report any damage within 24 hours.
2. If damage is evident at the time of delivery, please refuse delivery.
3. We will replace damaged or missing parts free of charge if reported within the 24-hour window.



11. Product Specifications & Quality

1. We use engineered timber for stability and sustainability.
2. Natural variation in grain and shade is expected and not considered a defect.
3. Any changes in specification for improvement or compliance with regulations may be made without notice.

12. Warranty

Our timber windows are guaranteed for 5 years from the delivery date, subject to compliance with our maintenance and fitting guidance.

For full details, please refer to our Warranty Document.

13. Limitation of Liability

We shall not be liable for:

1. Indirect or consequential losses.
2. Issues arising from incorrect Customer specifications.
3. Damage due to improper storage, handling or installation.

Nothing in these Terms excludes liability for death or personal injury caused by Our negligence or fraud.

14. Intellectual Property

All content and software on the site (including Window Builder) is the intellectual property of Sash Window Shop Ltd and cannot be copied, redistributed or commercially exploited without Our written permission.

15. Website Use

The site is provided on an "as is" basis. We do not guarantee uninterrupted or error-free service. Any use of the website is at Your own risk.

16. Data Protection

Your personal information will be handled in accordance with UK GDPR and will not be shared without consent, except as required by law.



17. Force Majeure

We are not liable for any delay or failure caused by events beyond Our reasonable control, including but not limited to strikes, extreme weather, transport disruption or pandemics.

18. Communications

All official communication must be in writing and sent to:

1. **Us:** hello@sashwindowshop.com or our registered office.
2. **You:** the contact details provided during checkout.

19. Changes to Terms

We may update these Terms from time to time. The applicable version is the one agreed at the time of order, unless changes are required by law.

20. Jurisdiction

These Terms are governed by English law. Any dispute shall be subject to the exclusive jurisdiction of the English courts.