

# DG services

conservatories • doors • windows • roofline  
property maintenance • repairs • building work

Miss Button  
15 Trafalgar House  
Tynemouth  
NE30 4PR

email:

Date: 28/7/23

Dear Miss Button

I am pleased to submit our quotation for the supply & installation of 4x white upvc windows to the bedroom, study, living room side and the kitchen with clear glass and white handles. As well as a white upvc French door combination with clear glass to both the doors and side frames, with gold handles to the doors, and white handles to the side frames, all to the above property.

## 1.0 Quotation

1.1 Total cost inclusive of VAT-

1.2 Scaffolding-

(please refer to note 3.0)

1.3 This quotation is valid for 2 months from above date.

1.4 There will be no deposit requested.

1.5 This work is expected to take approx.... days.

1.6 There are no additional costs for delivery of materials.

## 2.0 Specification Summary

VEKA high quality sculptured profile

Profile colour: White on white

window energy 'A' rated

High security locking

Trickle vents to habitable rooms

Internally glazed for extra security

Toughened glazing where required

Argon gas filled glazing for improved heat retention and reduced condensation



7 St George's Road, Cullercoats, North Shields, Tyne & Wear NE30 3JX Tel: 0191 251 0171

email: info@dgservices.co.uk web: www.dgservices.co.uk Company Reg No. 8366307 VAT No. 978 7068 53

FENSA No. 32823 TrustMark No. 959939 PWF No. DG 3649 Which TT 405305323

### **3.0 Lintels**

- 3.1 A lintel is a horizontal steel, concrete, or timber member placed just over the openings of doors and windows, to support the load of the masonry above it.
- 3.2 Some older properties of a certain age with existing timber windows and doors, may or may not have lintels built in above openings.
- 3.3 As the presence of a lintel is sometimes difficult to detect at the sales or survey stage of our process, we may not find this to be the case until existing windows or doors are removed.
- 3.4 If during the process of replacing your windows and/or doors we discover no lintel to be present, we are legally required by Building Regulations to install an approved lintel solution.
- 3.5 If no lintel is present, the fitter will inform you and the office.
- 3.6 Any additional cost to install a lintel has already been advised at the beginning of this letter.

### **4.0 Acceptance of Quotation**

- 4.1 Please confirm acceptance of this quotation, preferably by email to [sales@dgservices.co.uk](mailto:sales@dgservices.co.uk)
- 4.2 You can also confirm acceptance in person at our showroom, by phone, or in person at our showroom.
- 4.3 By accepting this quotation, you are agreeing to accept our Terms & Conditions which can be found on our website, or you can request a copy from the office.

### **5.0 Next Steps**

- 5.1 Once we receive your acceptance, we will prepare a Contract document that confirms your intention to proceed. Please advise if you require a copy.
- 5.2 We won't commence to process your order until the statutory 'cooling-off period' of 7 days has expired.
- 5.3 Following the 'cooling off' period, we return to your property to carry out a detailed dimensional survey, and on completion, frames, glass, and any other materials required for your job will be ordered from our suppliers.
- 5.4 Frames, glazing, and any other bespoke items are manufactured specifically to fit your property, and once the order has been placed with the manufacturer, it cannot be changed.
- 5.5 Due to current supply chain difficulties, we reserve the right to update/change delivery times.
- 5.6 When we receive confirmation of delivery of your frames & glazing into our warehouse, we will contact you to arrange an installation date.

### **6.0 Installation**

- 6.1 For further information about the installation process, please refer to our Guidance Notes. They can be found on our website.

### **7.0 Payment Terms**

- 7.1 You will receive our invoice either directly by hand from the Installation Fitter, or via email.
- 7.2 If work is completed in 1 day, payment will be requested on completion
- 7.3 If work is expected to take longer than 1 day,
  - 50% payable when materials are delivered to site
  - 50% payable on completion of work
- 7.4 Preferably, payment to be made by Bank transfer, however card payment in by phone or in person at the office is acceptable.
- 7.5 Please note, we do not accept credit cards.

### **8.0 Warranty**

- 8.1 Your quotation price includes the following:
  - DG Services supplier and/or product specific guarantee
  - Ten year Plastic Window Federation insurance backed guarantee.
  - FENSA registration and inspections (where applicable)
- 8.2 As with all guarantees, please refer to our Terms & Conditions.
- 8.3 Your Warranty date commences when Sales invoice is paid in full.

## 9.0 Company Validations

All work carried out by DGservices is monitored and endorsed by the following 3<sup>rd</sup> party:-

- |     |  |           |
|-----|--|-----------|
| 9.1 | FENSA installer registration no.         | 32823     |
| 9.2 | Trustmark registration no.               | 959939    |
| 9.3 | 'Which' Trusted Traders registration no. | 405305323 |

## 10.0 Data Protection

- 10.1 A copy of our Customer Privacy Statement can be found on our website.

## 11.0 Miscellaneous

- 11.1 Any delays in the delivery of manufactured parts are beyond our control, but we shall try to keep you informed.
- 11.2 Whilst on site, our installation fitters and/or approved sub-contractors may request access to power, water, and toilet facilities.
- 11.3 Please refer to Guidance Notes attached to this quote.
- 11.4 If you have any queries during the work to be carried out, you can contact:-  
**Mrs Deb Russell Customer Services Manager on** [REDACTED]

Thank you for your enquiry, and should you require any additional information or clarification please contact me.

Paul Cooper  
Managing Director  
DG Services

Attached to this quotation:  
'Which' Trusted Trader information  
Guidance notes

Revision: 110223