ENFIELD WINDOWS

Offices and Showroom: 149 Chase Side, Enfield, Middlesex EN2 0PN
Tel: 0208 363 3233 Email: Info@enfieldwindows.co.uk

Mr Alex Cook
29c Woodstock Road
London
N4 3ET

Re: Replacement: Upvc Windows

Thank you for your valued enquiry and the opportunity to provide a proposal for renewal of a windows at your property, at Enfield Windows we offer a wide range of products to suit all your requirements all products we supply and install are A rated and come with FENSA certificate and are fully guaranteed for a period of 10yrs which covers all parts and labour

Some Background

Enfield Windows covers many areas within North London, we are dedicated to provide quality products and a customer service not to be rivalled, in our showroom we have on display some of the industry's leading products ranging from UPVC, Aluminium and Timber. Our Installers and office staff have been in the double glazing industry for 18yrs plus in which time we have gathered a wealth of knowledge on products and installations giving you confidence that we will provide not only an installation that surpasses your expectation but also the reassurance that your investment is in safe hands.

For your protection and peace of mind IBG Membership No,ENW/F/000019

Enfield Windows are members of the IBG guarantee protection scheme where each installation carried out is independently backed giving you total reassurance throughout the process in dealing with us, this 10yr warranty which underwrites the guarantee offered by us Enfield Windows, a must have for all suppliers within the industry.
Further details of what the GGFI offer can be found on the link below.

IBG
The Insurance Backed Guarantee Company

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Survey and Installation

The service we provide includes a fully detailed site survey where our knowledgeable surveyor will go through any questions or queries you may have regarding your installation, once the specific measurements have been taken your order will be processed by our team in the office where a suitable date for yourselves and us will be agreed and scheduled, we can offer weekend dates should you require please ask a member of our staff who will assist in any way they can.
The installations are carried out by our own full time installers who have been in the industry for 18yrs plus so you can be confident every detail during the time we are at your property will be carried out the correct way and in a polite professional manner, we have an installations manager in house that oversees each job and will be ready to act on any issues or questions you may have during or after the time of installation
Please note: **we do not employ independent sub-contractors**.

Contract and terms and conditions of payment

Upon receiving the signed agreement and 25% deposit we will then proceed with your order if you have any amendments you would like to change please contact the office or your sales representative who will be happy to make the alterations to your contract.
After receiving the deposit we will be in contact to arrange a time convenient for our surveyor to visit the property to get things underway once the detailed survey has been completed the order will then be passed to order processing ready to be placed, 1 week prior to installation a further instalment of 50% is to be collected leaving the remaining 25% on completion.
If there are any outstanding works to be completed after the installation i.e. broken units or minor works, 10% of the final balance is to be retained by you the customer our installer will make a note of what needs to be ordered/replaced where our service team will swiftly resolve the matter as quickly and efficiently as possible, if the outstanding work is deemed to be greater than the value of the 10% balance withheld the installer will contact the installations department where we will contact you and agree a reasonable amount to be retained.

25% on deposit
75% on completion

FENSA Registration No.35323

Enfield Windows is a FENSA registered company, all installations carried out by ourselves will be registered with FENSA once the contract is fulfilled from point of application this process would normally takes around 2-3 weeks.

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The cost to supply and install the following windows including restrictors, spec as agreed on visit

Front Elevation

Two Timber vertical sliding windows
White Hardwood Meranti

Net	£1975.00
Vat	£395.00
Gross	£23700.00

Rear Elevation

One A rated Upvc vertical sliding windows
White

Net	£615.00
Vat	£123.00
Gross	£738.00

We hope that the above proposal has been informative and will help you in choosing who you use in the future for the replacement of your windows and doors, we understand fully the investment our customers make when buying new windows and doors and which is why we keep you fully informed every step of the way making the whole process run as smooth as possible.

Kind regards

Nick Davidson