

Our policy on fitting equipment supplied by customers.

We prefer to supply our own materials, in order to ensure that we can meet our customers' expectations of a high quality, trouble free installation.

We apply a mark-up to materials that we supply. This mark-up covers a whole range of ancillary services, which we appreciate are not always uppermost in customers' minds at the time of quotation.

We understand that when budgets are tight, it can be tempting to look for bargains on-line, and then to engage tradespeople on a "labour only" basis to fit them.

Whilst we are prepared to work with either system, experience suggests that it is important to be clear from the very start where potential pitfalls may be hidden, and where "saving money" may turn out to be a very expensive option. ***We regret that we are not able to accept any costs arising from delays, faults, incompatibility or other problems caused by materials supplied by others.***

We provide good quality materials from reputable suppliers who offer enforceable warranties and who have a track record of supplying good service. In our experience this greatly reduces project delays, stress and worry. We do not buy from online auction sites, or from the importers who advertise heavily on TV. All products are new, and of first quality.

The table below illustrates some of the issues that our experience suggests may arise, and what the cost implications might be for you.

Service	If we supply materials	If you supply materials
Advice on suitability and compatibility with existing installation	Free and comprehensive	Chargeable at our standard hourly rate, within the limitations of the information that you can provide.
Ordering and collection of materials	Free	Customer's responsibility
Dealing with supplier in the event of problems	Free	Customer's responsibility
Delays caused by late or faulty materials	Free	Labour charged at our standard hourly rate in addition to project quotation
Attendance to deal with any faulty items during normal hours	Free	Chargeable at our standard hourly rate
Attendance to deal with any faulty items out of normal hours in an emergency	Free	Chargeable at our out-of-hours rate
Refitting costs of any faulty item replaced under warranty	Free	Chargeable at our standard hourly rate
Damage to carpets, ceilings and other fabric of the building due to product failure.	We deal with suppliers, other trades and insurance companies on your behalf	Customer's responsibility