

BREEZY FIX

Double-Glazing Repairs & Locksmith Services
Serving Falmouth and surrounding areas

Terms and Conditions

1. Deposit

A 50% non-refundable deposit is required for custom glass unit orders before the order is placed. All other repair work is payable in full on completion of the work.

2. Payment

Payment is due on completion of the work unless otherwise agreed in writing. We accept cash and bank transfer. Invoices not settled within 14 days of the due date may be subject to a late payment charge.

3. Liability

While we work with the utmost care and attention and will make you aware of any obvious risks before commencing work, please be aware that no repair is entirely risk-free. Many double-glazing components are obsolete or aged, and parts may break or fail during normal maintenance due to wear and tear. We cannot accept liability for such occurrences as they are beyond our reasonable control and could not be reasonably foreseen.

4. Parts and Components

We source parts from reputable suppliers; however, we are unable to offer a guarantee on parts and components beyond any warranty provided by the manufacturer or supplier. Parts fitted in coastal and marine environments are subject to accelerated corrosion and wear, which is beyond our control. We will always advise on the suitability of parts where possible, but customers should be aware that the lifespan of replacement components in such environments may be reduced.

5. Glass Units — Manufacturer's Warranty

Sealed glass units supplied by us carry a 5-year manufacturer's warranty against seal failure and misting. In the event of a warranty claim, the replacement glass unit will be provided at no charge subject to the manufacturer's approval. However, please note that any labour costs associated with the removal and installation of the replacement unit are not covered by the manufacturer's warranty and will be chargeable at our standard rate.

6. Workmanship

We guarantee our workmanship for 12 months from the date of completion. This guarantee covers defects arising directly from our work and does not extend to damage caused by misuse, accidental damage, or normal wear and tear.

7. Fixings and Minor Alterations

During installation or adjustment it may occasionally be necessary to make or expose screw holes. This is a normal part of the repair process. We will always strive to minimise any visible impact, but customers should be aware that such minor alterations may occur as part of ensuring proper fitting and functionality.

8. Unserviceable Items

If any item is found to be unserviceable and cannot be repaired, we will stop work and provide a revised quotation for your approval before proceeding further. No additional charges will be incurred without your agreement.

9. Public Liability Insurance

Breezy Fix holds full public liability insurance for your peace of mind. Details are available on request.

10. Acceptance of Terms

By accepting an estimate from Breezy Fix, whether verbally, in writing, or by payment of a deposit, you confirm that you have read and agree to these terms and conditions.

Breezy Fix — Falmouth, Cornwall | These terms are subject to change without notice.