



If you have double glazing fitted it must be done:

- ✦ WITH REASONABLE CARE AND SKILL
- ✦ WITHIN A REASONABLE TIME
- ✦ FOR A REASONABLE CHARGE

When the work carried out doesn't meet any of these three rules:

- ✦ If the fault is due to poor fitting and can easily be put right, it is reasonable to expect a **repair**.
- ✦ If the trader cannot repair the fault properly, you are entitled to **compensation**. This could be the cost of getting somebody else to do the repair.
- ✦ If the work takes longer than agreed, or more than a reasonable time, you are entitled to **compensation**. This could be the cost of getting somebody else to complete the job, or a sum of money for the inconvenience caused.

The double glazing itself must be:

- ✦ OF SATISFACTORY QUALITY
- ✦ FIT FOR ITS PURPOSE
- ✦ AS DESCRIBED

## When the double glazing doesn't meet any of these three rules:

- ✦ If it has only been fitted a couple of weeks or you haven't had a reasonable opportunity to check it, you are probably entitled to a **refund** for a major fault, a number of minor faults or a serious misdescription. However, if the fault is in just some of the units, you are probably only entitled to have the faulty units **replaced**.
- ✦ If the fault is only minor **and** can easily be put right, it is reasonable to accept a **repair**. This won't stop you claiming a **refund** if the repair turns out to be unsatisfactory.
- ✦ If the double glazing has been fitted for longer than a couple of weeks, you are probably only entitled to have the fault put right. If a repair or replacement is not carried out within a reasonable time, you are probably entitled to **compensation**. This could be the cost of having someone else repair the double glazing.
- ✦ If the double glazing is beyond repair you are entitled to a **refund**. The trader may make a **reduction** from the price you paid to allow for wear and tear.
- ✦ If you are out of pocket in any other way, you may be entitled to **compensation** over and above the price of the double glazing.

**Remember**, if you are entitled to a **refund**, a **repair** or **compensation** it is the trader

who supplied and fitted the double glazing who must sort out your problem.

## IMPORTANT

- | If you bought on credit you also have extra rights. Contact our consumer adviser.
- | You have **seven days** to cancel any contract you sign **at home** during an **uninvited** visit by a salesperson.
- | Except in the cases above, you have no rights if you simply change your mind.
- | Your rights **cannot** be taken away by anything written into a notice, receipt, contract, warranty or guarantee.
- | Fair wear and tear is **not** a fault.
- | **Only** pay in full when the job has been completed to your reasonable satisfaction.
- | Double glazing may **not** resolve problems with condensation and noise.