

Terms and Conditions

Guarantee:

We, the Company (Classic Doors Ltd.), guarantee your new door (the goods) for a period not exceeding 12 calendar months from the date of purchase provided you comply fully with the Company's recommended procedures set out below and provided also that the Company is not liable for any damage or defect resulting from wear and tear or unreasonable usage.

The Company will not guarantee any pine or redwood door against splitting, warping and/or swelling.

The Company will not guarantee, refund or exchange any goods sold as ex-display, discontinued or special clearance.

Timber doors are conditionally guaranteed against faulty manufacture for a period of 12 calendar months, any door or component found to be faulty during this period will be replaced free of charge providing that proper treatment and weather protection has been applied in the correct quantity to protect the timber. Water based products are not considered by The Company to be suitable for protecting exterior or interior woodwork such as doors and windows, any product treated with water based stain or paint will not be guaranteed. The same applies to oils (e.g. Danish oil) and waxes where used externally.

A "hard" finish microporous stain or varnish must be used.

Door Care and Maintenance:

Please keep your receipt to validate your purchases. Our doors are made from timber, which is a natural but sustainable material and is vulnerable if not protected from changes in temperature and humidity. If exposed to such extremes without suitable treatment, natural movement or distortion such as swelling, warping or splitting can and will occur. At Classic Doors Ltd. we take care to supply you with good quality doors, but once the doors have left our premises, we have no control over the conditions to which they are exposed. NO LIABILITY WILL BE ACCEPTED FOR MOISTURE RELATED PROBLEMS.

To preserve the beautiful appearance of these doors and to guarantee a long trouble free service, it is most beneficial to provide shelter from the effects of direct sunlight and rain insetting, or by means of a porch or similar construction. It is an unfortunate fact that exterior oak doors, from whichever supplier, are not suitable for exposure to direct rain and hot sun and therefore must be sheltered in some form, a porch or canopy perhaps. There will be no guarantee if the above is not adhered to. Classic Doors Ltd. will not guarantee oak veneered doors, if exposed to direct sunlight or rain exposure.

Returns Policy:

The goods must be examined by you immediately on delivery and if the goods are found to be defective they must be returned, at your expense, to the Company's premises within 3 days of purchase when they will be replaced by the company. The Company will not replace any goods which are not in the same condition as when they were supplied by the company or where any defect has been caused directly or indirectly by you or anyone on your behalf. The Company's liability in respect of the goods is in any event limited to the purchase price of the goods. Ownership of the goods, remains with the Company until the purchase price of the goods has been paid in full, and, until payment has been made in full you hold the goods on trust for the company who may repossess and dismantle and use or sell the goods without any liability to you at any time until payment has been made in full. For this purpose they may enter any premises of yours or occupied by you.

Any door that has been incorrectly ordered by the customer and has already been either received by the customer, or is ready for dispatch to the customer, and needs to be exchanged for a door of the correct size/design will be subject to a handling charge of 20% per door. Any purpose made door, or joinery item that has been incorrectly ordered by the customer and that has already been either, received by the customer, or manufactured awaiting delivery to the customer, will be subject to payment in full.

Goods supplied correctly cannot be returned:

Delivery charges will not be refunded under any circumstances where the customer has ordered the goods incorrectly. In such cases if exchange of goods is required we will charge again at the full delivery rate. Please remember that by fitting or finishing our door or making alterations in any way, you will be deemed to have accepted the goods as supplied. Unfortunately we cannot replace a faulty or incorrectly supplied door if ANY alterations, fitting or finishing have been carried out.

General:

The Company recommends the following procedures:-

- 1. The Goods are standard doors and are delivered direct to the Company from the manufacturers. They are, therefore, sold in their natural state. All surfaces, front, back all four edges and all cut-outs (letterboxes, locks etc) should be treated with a minimum of three coats of a branded paint/woodstain or similar product must be oil based.**
2. Timber is a naturally grown product and is subject to change due to difference in humidity and temperature. It is vital, therefore, that you pay particular attention to all four edges of the door and all-end grain panels, where the end grain is exposed in full and therefore, under the threat from moisture which can cause swelling, splitting and warping. The opening of joints can also occur in the most severe cases.
3. Locks must not be fitted on any joints as this will weaken the door and cause the joint to open!
4. Regular maintenance of your door should be carried out to ensure that it stays in good condition.

Classic Doors Ltd. will not be held responsible for any reimbursements regarding fitting and finishing of doors and frames, whereas a door has to be changed. Under no circumstances will Classic Doors Ltd pay any monies for fitting, painting or staining.

Description of goods

Where doors are described as Oak, Hardwood, Clear Pine, Ash or other, this refers to the types of species of timbers used for veneers, lippings and other components used to manufacture the doors. All our internal and some external doors are built of an engineered construction unless specifically stated that they are "Solid Timber".

Images and Timber Colours

The images on our website are used to represent the style of the doors only. The colours of these images should not be taken as true reflection of the doors you would get. Many " of the Images of the doors on our website have been stained and/or varnished before the pictures were taken. The doors you will be supplied with are unfinished unless otherwise stated. Timber is a natural product and as such is liable to varying colours. This is beyond our control and while our manufacturers are and suppliers do endeavour to colour match each component within each door no guarantee is given that one door will be a colour match to the next door. This is an unavoidable "feature" of real timber.

Additions and alterations/any making good

Please note, any lippings or alterations with additional wood being added to existing doors cannot be guaranteed a colour match as the oak and hardwood doors which we supply are veneered and we use a solid timber to make customer adjustments, therefore there will be a different grain appearance.

Glass Information

Glass which is produced in the door that is imported: - Sandblasted effect glass will not always have a uniform look, and may have slight imperfections. Bevelled glass may not always have straight edges.

Triple glazed, leaded units will have a slight rattle. The leaded light is a floating piece of glass inside the unit; with toughened glass both sides to protect it. There is no way of combating this.

Glass produced in shop: - All our leadlights are produced by hand, not machine made! There may be slight imperfections and colours may differ from the swatch.

Bubbles in bevels may also occur; this is due to air being trapped when the curing process is being carried out.

Fitters

The fitters we use are on recommendation only. They are independent. The fitting prices are set accordingly to guidelines set by us and the fitters.

The fitters are able to adjust price according to works being carried out subject to their survey. When removing frames etc plaster and render may come out or move. The fitters are not responsible for making good. If you would like them to carry out this service out for you, please ask them.

They do however try to do as little, or no damage, causing minimal disturbance. Cover pieces are used where possible.

Fitting is paid separately after they have completed the fitting. Thank you.