



Leo Security Solutions

Terms and Conditions

1. 1.1) If the option of a free site survey has been declined, it will be assumed that all measurements and other information supplied is accurate and suitable for the customer's requirements, for orders placed on a supply only basis.
2. 2.1) Quotations are valid for 60 days from the date of issue.
2.2) Unless stated, the estimate does not include, the cost of removing your old door(s), the cost of making brickwork good, rendering, pointing, floor or timber which has been damaged during installation which is not caused by our negligence when installing the door(s).
2.3) Existing supporting structures must be adequate to install a new door(s). We will inform you at the time of quotation of any concerns. The advice provided is given as a result of experience and expertise. Structural discrepancies must be corrected before any installations. If you have any doubts, we advise you to instruct a surveyor to carry out a full inspection.
2.4) You are responsible for clearing the area where the products are to be fitted and we cannot be held responsible for any loss or damage caused to items not removed or adequately protected by you.
3. 3.1) The terms of payment are 50% deposit on placing the order and 50% final payment at the time of installation. The customer shall not be entitled to make any deductions or set off there from.
3.2) The non-refundable deposit is used to source and secure a specific product to the customer's requirements and administration thereof.
4. 4.1) The delivery dates specified when ordering are approximate and, unless expressly stated, time is not of the essence for delivery. The company will not be liable for the consequences of any delays. No delay shall entitle the customer to reject any delivery or services.
4.2) The Company will not provide monetary compensation for any delays by manufacturers or for any other unforeseeable reasons.
5. 5.1) When orders are placed they are processed as soon as possible. If you cancel a bespoke, made to order product you will be liable for all associated costs.
6. 6.1) Product materials may naturally vary in colour and may be affected by weather or climate. You should consider arranging for such materials to be finished and maintained in accordance with the manufacturer's recommendations.
7. 7.1) The Company does not accept any responsibility for conditions occurring due to uneven or sloping floors however every effort will be made to ensure that water ingress is kept to a minimum.
7.2) Structural modifications are not included in the quotation and will be the customer's responsibility. Doors will be installed true and square which may exaggerate sloping walls and floors.
8. 8.1) The Company warrants a 24 month warranty period from the date of installation.
8.2) A repair/ replacement will be granted for defective products. A professional qualified installer will make the judgement and take the best course of action dependent on the product and problem that has occurred.
8.3) Naturally occurring wear and tear and product misuse are not covered by the warranty period.
8.4) Manufacturer's warranties will come into force in relation to any defects to electric operator(s) (excluding remote control units) and garage door(s) including operating gear, as specified in the manufacturer's literature.
8.5) Our warranties give you benefits which are in addition to your legal rights. Further information about your legal rights can be obtained from your local Trading Standards Department or the Citizen's Advice Bureau.
9. 9.1) It is recommended all doors and operators should be serviced annually by a professional door installer. To book a service call out, please call 07398 274895, visit www.leosecuritysolutions.com, or email lss.tamworth@gmail.com