

Terms and Conditions

These Terms and Conditions ("Terms") govern the supply of goods and services by All Entry Solutions. By placing an order with us or using our services, you agree to be bound by these Terms.

1. Introduction & Definitions

Company Details

All Entry Solutions Ltd. is the trading name registered in [England and Wales / Scotland / Northern Ireland] under company number 15985522.

Registered Office: 61 Bridge Street, Kington, HR5 3DJ

VAT Number: 480548377

Definitions

"We", "Us", "Our" – All Entry Solutions, the supplier of goods and/or services.

"You", "Your" – The customer purchasing goods and/or services from us, whether a consumer or a business.

"Goods" – Doors, door systems, hardware, and any other products supplied by us.

"Services" – Installation, fitting, repair, survey, and other related work.

"Site" – The property or location where goods are delivered or services are performed

"Contract" – The agreement between you and us for the supply of goods and/or services, governed by these Terms.

"Bespoke Products" – Goods made or adapted to your specific requirements, measurements, or designs.

"Standard Products" – Goods sold in our standard specification without customisation.

2. Scope of Agreement

2.1 These Terms apply to all quotations, sales, and services provided by us.

2.2 Any other terms (including those in your own purchase documents) do not apply unless expressly agreed in writing by us. These Terms do not affect your statutory rights as a consumer.

2.3 We supply to both business and consumer customers, with different rights applying as set out in these Terms.

3. Quotations & Orders

3.1 All quotations are valid for 30 calendar days unless otherwise stated.

3.2 Quotations are based on information supplied by you; changes to this information may result in revised pricing. Any errors in customer-supplied information remain the customer's responsibility, and additional charges may apply for corrections

3.3 Orders may be placed verbally, in writing, or electronically, but are only binding when confirmed by us in writing.

3.4 Once an order is confirmed, any variation must be agreed in writing and may incur additional charges.

3.5 We reserve the right to decline any order at our sole discretion, including where stock or capacity is unavailable.

4. Price & Payment

4.1 All prices are in Pounds Sterling (£) and are subject to VAT at the prevailing rate unless otherwise stated.

4.2 Business Customers with Trading History – 30 days' credit from invoice date.

4.3 All Other Works (Business) – Proforma basis, payment in full before goods are dispatched or work commences.

4.4 Residential Customers – 50% deposit on order, 50% balance payable on the day of installation or repair before completion. If payment is not received, we reserve the right to withhold completion or remove goods

4.5 Accepted payment methods: Bank Transfer or Cash.

4.6 Late payments (business customers) accrue interest at 8% above the Bank of England base rate, plus recovery costs, under the Late Payment of Commercial Debts (Interest) Act 1998.

4.7 Title to goods will not pass until full cleared payment is received. We reserve the right to recover goods in the event of non-payment.

5. Delivery of Goods

5.1 Delivery dates are estimates only; time is not of the essence unless agreed in writing.

5.2 Delivery charges will be stated on your quotation or order confirmation.

5.3 Risk in goods passes to you on delivery; ownership passes only when we receive full payment.

5.4 You must ensure access for delivery and provide any necessary lifting or unloading equipment if required.

5.5 We are not responsible for delays caused by third-party carriers or factors outside our control.

6. Provision of Services

6.1 Services will commence on the agreed start date and be carried out during normal working hours (Monday–Friday, excluding public holidays) unless otherwise agreed. Any dates provided are indicative only and may be subject to change with reasonable notice.

6.2 You must provide access to the site and necessary utilities.

6.3 If delays are caused by you (e.g., site not ready, access restrictions), we may charge for wasted visits or additional labour.

7. Installation & Fitting

7.1 All installation work will be carried out to a professional standard and in compliance with relevant UK building regulations and safety standards.

7.2 Our installation service includes fitting the goods supplied by us; removal and disposal of old goods is only included if stated in writing.

7.3 You are responsible for ensuring that the site is prepared, clear, and safe prior to installation.

7.4 If existing structures are unsuitable, additional works may be required at extra cost.

8. Customer Responsibilities

- 8.1 You are responsible for obtaining any necessary planning permissions, building consents, or landlord approvals.
- 8.2 You must ensure safe working conditions on site, including clear access routes and secure areas for tools and materials.
- 8.3 Any measurements you supply must be accurate; we are not liable for errors caused by incorrect measurements provided by you.

9. Cancellations & Amendments

Consumers

- 9.1 For Standard Products, you have a legal right to cancel within 14 days of delivery under the Consumer Contracts Regulations 2013.
- 9.2 For Bespoke Products, your right to cancel ends once production has begun.
- 9.3 If you cancel after work has started, you must pay for the proportion of work carried out up to the cancellation date.

Businesses

- 9.4 Business customers may only cancel with our written agreement and must pay any costs incurred up to the date of cancellation.

10. Defects, Returns & Warranties

- 10.1 Goods come with the manufacturer's warranty, details available upon request.
- 10.2 Workmanship is warranted for 6 months from completion.
- 10.3 You must notify us in writing of any defects within: 3 days of delivery for goods, or 14 days of installation for services.
- 10.4 Warranties are void if goods are misused, altered without our consent, worked on or installed by others in a non-compliant manner.
- 10.5 Refunds will be processed within 14 days of an agreed return for eligible items.

11. Liability & Limitations

- 11.1 We do not exclude liability for death or personal injury caused by negligence, fraud, or other non-excludable legal obligations.
- 11.2 We are not liable for indirect or consequential losses, loss of profits, or business interruption.
- 11.3 Our total liability under any contract is limited to the value of that contract.
- 11.4 We are not responsible for delays, loss, or damage arising from the actions of other contractors on site.

12. Force Majeure

We are not liable for failure to perform due to events outside our reasonable control, including but not limited to: strikes, extreme weather, transport disruption, accidents, supply chain issues, or government restrictions. We will notify you as soon as reasonably practicable of any delay or inability to perform our obligations under this clause.

13. Compliance & Standards

- 13.1 We will comply with all relevant UK building regulations, fire safety standards, and applicable certifications.
- 13.2 Certification for compliant products (e.g., fire doors) will be provided where applicable.

14. Intellectual Property

- 14.1 Any drawings, designs, or specifications we produce remain our intellectual property.
- 14.2 You must not reproduce, share, or use them without our written permission, except as required for the agreed works.

15. Data Protection & Privacy

- 15.1 We process your personal data in accordance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.
- 15.2 We will only use your data to manage your order, provide services, and comply with legal obligations.
- 15.3 Our full Privacy Policy is available on request.

16. Governing Law & Jurisdiction

These Terms are governed by the laws of England and Wales, and the courts of England and Wales will have exclusive jurisdiction over any disputes.

17. Complaints Procedure

- 17.1 If you wish to make a complaint, please contact us in writing by email or post.
- 17.2 We will acknowledge your complaint within 5 working days and aim to resolve it within 14 working days.
- 17.3 We may request supporting documentation or photographs to help investigate your complaint promptly.
- 17.4 If you are a consumer and we cannot resolve the matter; you may refer it to an Alternative Dispute Resolution provider.

18. Entire Agreement

These Terms constitute the entire agreement between you and us and supersede any previous agreements, understandings, or representations, whether written or oral.

