



Company Details

EcoFrame Direct Ltd (Company No. 11047765)

Registered Office: Unit 13 Kelvin Way, Kelvin Business Centre, Crawley, RH10 9SF

Email: contact@ecoframedirect.co.uk

Definitions

Customer – The individual or business purchasing goods and/or services.

Goods – Windows, doors, glass units, accessories, and related products.

Services – Surveying, delivery, installation, and aftercare.

Contract – The legally binding agreement formed once the deposit is paid and the order is confirmed.

Quotations & Validity

All quotations are valid for 30 days from the date of issue. All quotations are subject to survey. If sizes, specifications or site conditions differ, a revised quotation will be issued. Prices may change if supplier costs increase before order placement.

Basis of Contract

All orders must be accepted in writing. Manufacture will only begin once the technical survey has been approved and the deposit payment has been received.

Payments

50% deposit

30% prior to installation

20% upon completion

Late payments will incur interest at 4% above the Bank of England base rate (calculated daily) plus any reasonable administrative and recovery costs.

Cancellations

Deposits are non-refundable. If the Customer cancels after the survey or once manufacturing has begun, charges may apply for materials, labour, restocking and administration.

Survey & Post-Survey Adjustments

A technical survey is required before any manufacturing begins. If measurements, access, structural conditions or other details differ from the information provided, a revised quotation will be issued.

Manufacturing will not proceed until written approval is given. EcoFrame Direct accepts no responsibility for incorrect pre-survey measurements provided by the Customer.

Lead Times

All lead times are estimates only and may vary due to supplier delays, stock availability, transport issues, supply-chain disruption, or seasonal demand. EcoFrame Direct is not liable for any losses resulting from delayed installation.

Delivery & Installation

Installation dates are arranged once goods arrive at our facility. A responsible adult must be present during installation. The Customer must ensure clear, safe access and available parking. EcoFrame Direct is not responsible for delays caused by restricted or unsafe access.

Removal of Existing Frames

Removal and disposal of old frames and glass is included at no additional cost, except for any asbestos-containing materials, which EcoFrame Direct cannot remove.

Risk & Title

Risk transfers to the Customer upon delivery or installation. Title remains with EcoFrame Direct until full payment has been received.

Warranties

uPVC / Aluminium Frames: 10 years

Glass Sealed Units: 5 years

Hardware: 1 year

Workmanship: 12–18 months

Sealants: 12 months

Warranties are void if products are misused, altered, damaged, improperly installed by third parties, or not maintained in accordance with guidelines.

Kanda Finance

Finance is offered via KP Glazing Ltd, an Introducer Appointed Representative of Kanda. All finance is subject to application, status, and lender approval. Required FCA legal wording will appear on all relevant finance documentation.

Limitation of Liability

EcoFrame Direct will not be liable for loss of earnings, loss of profits, delays caused by third-party suppliers, damage caused by the Customer or third parties, or any indirect or consequential losses. Nothing excludes liability for death or personal injury caused by negligence.

Force Majeure

EcoFrame Direct is not responsible for delays or failure to perform due to events outside its control including strikes, supplier failure, extreme weather, illness, or transport disruption.

Governing Law

These Terms & Conditions are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction.