



Overview

This Refund & Cancellation Policy applies to all orders placed with EcoFrame Direct Ltd.

All products supplied are bespoke, made-to-measure and exempt from the 14-day cooling-off period once manufacturing begins.

Bespoke Product Exemption

- All products are made to the customer's specification.
- Orders cannot be cancelled and deposits are non-refundable once the technical survey is approved and manufacturing begins.

Cancellation Rights - Before Survey

Customers may cancel before the survey if done in writing.

Refund: deposit minus any incurred costs such as:

- Surveyor scheduling
- Admin time
- Pre-order enquiries
- Drawings and design work

If no costs incurred, refund is nearly full.

Cancellation Rights - After Survey, Before Manufacturing

Customer may cancel but only partial refund applies.

We deduct:

- Survey fee
- Admin/design time
- Supplier checks
- Pre-production charges
- Materials already ordered

After Survey Approval - No Cancellations

Once survey figures are approved:

- Order is locked
- No cancellation permitted
- Deposit becomes fully non-refundable
- Customer is liable for full order value

Refunds

Refunds only apply for:

- Pre-survey cancellations (minus costs)
- Post-survey/pre-manufacture cancellations (partial)
- Manufacturing error by EcoFrame Direct
- Contract breach by EcoFrame Direct (uncompleted work only)

What Cannot Be Refunded

- Bespoke products in production
- Special RAL colours
- Toughened/laminated glass already ordered
- Composite doors with custom hardware
- Aluminium frames cut
- Survey fees
- Supplier fees
- Failed access visit charges
- Storage fees due to customer delays
- Damage caused by customer or third parties

Lead Times

Lead times are estimates only.

Delays may occur due to suppliers, shortages, transport or seasonal demand.

Delays do not entitle customers to compensation, deductions or cancellations.

Installation Cancellation / Access Failure

If customer cancels/reschedules within 48 hours:

- Call-out / wasted labour fee applies.

On installation day:

- Full labour charge applies.

If installers cannot proceed due to access/unsafe site:

- Failed visit fee applies.
- Storage charges may apply.

Faults & Warranty Claims

Manufacturing defects:

EcoFrame Direct will repair or replace.

Refunds only if repair AND replacement are impossible.

Finance Refunds (Kanda)

Before survey: Loan cancelled; deposit handled as above.

After survey: Loan adjusted.

After survey approval: Finance cannot be cancelled unless settled fully with Kanda directly.

Liability

EcoFrame Direct is not liable for:

- Loss of earnings or profits
- Supplier delays
- Building issues
- Third-party damage
- Consequential loss

Liability for death/personal injury due to negligence is not excluded.

Governing Law

This policy is governed by English Law.

Disputes fall under the jurisdiction of the courts of England & Wales.