Gowercroft JOINERY

bwf AWARDS 2019 WINNER



Templeton House

Your Quotation

Award Winning Timber Windows and Doors

bwf 2016 SHORTLIST PROJECT OF THE YEAR

Build It AWARDS 2017 WINNER Best Windows

bwf 2017 SHORTLIST PRODUCT INNOVATION

Build It AWARDS 2018 SHORTLISTED Best Windows

G18 AWARDS FINALIST

SME news MIDLANDS ENTERPRISE AWARDS 2020 WINNER

Caroline Foster
40 Swinney Lane
Belper
DE56 1EF

Quotation Ref.: L27978 / Q2 Sliding Sash

Thank you for allowing Gowercroft Joinery to prepare a quote for the work that you require. Based on the information provided, we have priced for products with the following specification:

We are passionate about the quality and specification of our products and we strongly believe that they are the finest on the market. All products feature an internally beaded, wet glazed system to maximise the longevity of the glazing unit and the security of the window. Internal beads are fixed with concealed pinning technology. All construction is done with comb jointing and fully water-proof glues. No Gowercroft Joinery products will ever feature Continental-style V grooves or bead quirks; we concentrate on making our products as traditionally British as possible.

Constructed from a combination of fine Engineered Red Grandis (Eucalyptus) hardwood and Accoya as identified on each individual product on the quotation. Both timbers are fully FSC-certified and sustainably sourced from plantations. This combination of timbers offers exceptional quality, 50-60-year minimum estimated service life and excellent value.

Fully factory-glazed using high quality glazing units (with toughened and obscure glass where indicated). If you would like to know more about U-values and Acoustic values for your chosen glazing, or to consider options to improve performance, please give us a call. All glass and filming is to GGF glazing standards (available on request).

Fully factory-spray finished, using our triple-coat water-based coating system developed specifically for Gowercroft Joinery in Italy. The finish included is listed by each item but can be altered based on your specific requirements. We also include a free colour match if this is necessary. Our paint system comes with a 10-year, maintenance-free guarantee and our stains come with a standard 5 to 8-year, maintenance-free guarantee depending on shade. All our guarantees are backed by our paint supplier.

Please request an up-to-date lead time if your project has a defined timescale. Lead time will fluctuate depending on recently confirmed sales and the time of year and while we can provide an indication at this stage, we can only confirm an accurate lead time at the point of receipt of a formal order with full specification.

We offer a full surveying and installation service if this is required. Installation service on renovation work includes for basic making good of plaster and exterior mastic but does not include for the redecoration of walls or replacement of loose plaster. If the products are to be fitted within tiled walls, we cannot be held responsible for damage to tiles. The quotation excludes any building works not specifically listed and any replacement of render.

If your quotation is for supply only and we are undertaking the delivery, then this will be completed by a professional delivery company at an agreed time and date. You would need to ensure that you have adequate manpower on site to complete a prompt unloading process, the delivery driver will not unload the products for you. Item weights are shown alongside each item. All products will have protective corners and are supplied wrapped. Please remove packaging within 3 days of delivery to ensure full paint curing occurs.

Our windows and doors come with a full 10-year guarantee on workmanship and product faults. This includes all elements of the products unless otherwise specified and is fully transferable to either an end client or a new property owner. Our products are built to perform and we are happy to stand behind them. Where installation is carried out by another party, we honour the guarantee offered, but this becomes void if any element of the installation guide is not followed correctly.

We offer an ongoing maintenance programme for clients who want the assurance of a fully handled solution. It is a fixed price for 25-years and includes repainting at recommended intervals. If you are interested in this, please ask for details from your salesperson.

Our payment terms are designed to balance the risk for both parties. They are based around a small deposit, two payments during the manufacture process to reflect true product costs and then the balance due either on completion of install or prior to delivery for supply only works.

While we always do our best to produce quotes which are accurate to your requirements, it's important that you review this quote carefully to ensure that we have interpreted everything correctly. Please also review the accompanying letter for a list of exclusions and an explanation of exactly what is included in your chosen fitting package (if applicable). If this is not attached with your quotation, please request it, as these will still apply.

Quotation Notes

Item W7 - the frame is too wide for the required single full width top hung sash. The maximum top hung sash width is 1300mm. Therefore, we have quoted this window with two top hung sashes.

Gowercroft Joinery | Unit 1 | Birchwood Way | Cotes Park | Alfreton | Derbyshire | DE55 4QQ
Tel: 01773 300510 | Fax: 01773 300511 | Email: info@gowercroft.com | Web: www.gowercroft.co.uk

the **best** in **wood**

Quotation

Customer name: Caroline Foster
Installation address: 40 Swinney Lane, Belper, DE56 1EF

Contact: Chris Johnson
Postal address: Same as installation
Phone: 07968 946378*
Email: cf.face2face@btinternet.com, chris@fullcircles.co.uk*
*: Customer

Sales manager: Maisy Lawson
Phone:
Email: maisy@gowercroft.com

Item	Location	Description of Work	Width mm	Height mm	Net Price excl. VAT
W1	Ground Floor Unknown Elevation Kitchen	Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window	1120	1200	£1,550.45
W2	Ground Floor Unknown Elevation Living Room 1	Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window	1120	1200	£1,550.45
W3	Ground Floor Unknown Elevation Living Room 2	Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window	1120	1400	£1,648.14
W4	First Floor Unknown Elevation Bathroom	Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window	970	1200	£1,503.00
W5	First Floor Unknown Elevation Small Bedroom	Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window	1120	1200	£1,550.45
W6	First Floor Unknown Elevation Large Bedroom	Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window	1120	1400	£1,648.14
W7	Ground Floor Unknown Elevation Kitchen	Supply & Install a complete new The Hardwick, Flush Casement (DG) casement window	1420	700	£1,054.76
	Cost per Delivery				£190.13
	Installation				£4,135.78
					7 items

Quotation Ref.: L27978 / Q2 Sliding Sash

VAT will be charged at the prevailing rate
This quote is valid for 30 days from 15 Oct 2025

Generated by CV on 15 Oct 2025 .

Sub Total	£14,831.30
VAT	£2,966.26
Total Order Value incl. VAT	**£17,797.56**
Deposit With Order	£4,449.39

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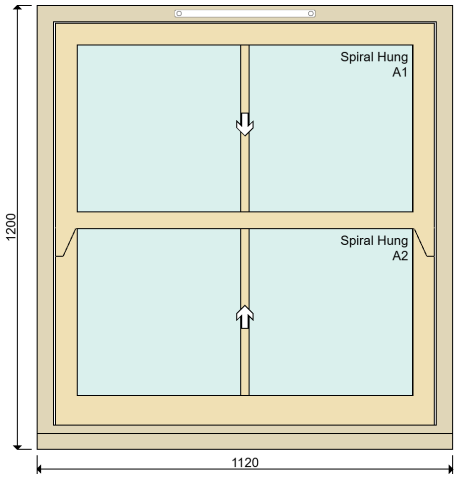
Quotation

All drawings are viewed from the outside

The opening sash symbol (or arrow head) points to the hinge position

ITEM W1 - Ground Floor Unknown Elevation Kitchen

Price excl. VAT: £1,550.45



Item Weight: 56.7 Kg

Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window in Finger jointed engineered Red Grandis Hardwood with Solid Red Grandis Hardwood frame and Accoya cill

Moulding and Glazing Bar
Lambs Tongue, 22 mm Glazing Bar
Sash Horn
Top: Classic, Bottom: No horn
Double Glazing - Top
4mm Low E One - Argon Filled, Black Warm Edge spacer - 4mm Clear Float (Mid Iron)
Double Glazing - Bottom
4mm Low E One - Argon Filled, Black Warm Edge spacer - 4mm Clear Float (Mid Iron)
Depth
Frame: 172mm, Cill: 172mm
Paint / Finish
Internal: Darwin Bright White PM31638 Paint, External: Darwin Bright White PM31638 Paint, Cill: Same as Frame
Frame Gasket Colour
White
Ironmongery
2 x CS Standard Globe Lockable Fitch Fastener, 2 x CS Standard Sash Lift in Hardex Gold and 2 x Angel Ventlocks in Polished Brass and 1 x Yale Trickle Vent - EA 4000 with Flyscreen in White
Outer Jamb Shape
Staff Mould
Glazing Bead Fix
Black Tape
Pointing Method
Silicone Seal

Angel Ventlocks



CS Standard Globe Lockable Fitch Fastener



CS Standard Sash Lift



Yale Trickle Vent - EA 4000 with Flyscreen



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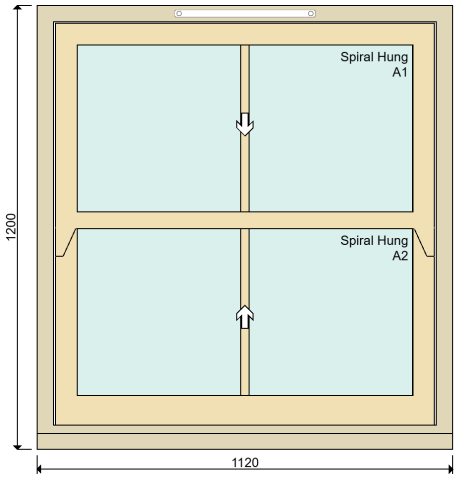
The opening sash symbol (or arrow head) points to the hinge position

ITEM W2 - Ground Floor Unknown Elevation Living Room 1

Price excl. VAT: £1,550.45



Item Weight: 56.7 Kg

Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window in Finger jointed engineered Red Grandis Hardwood with Solid Red Grandis Hardwood frame and Accoya cill

Moulding and Glazing Bar
Lambs Tongue, 22 mm Glazing Bar
Sash Horn
Top: Classic, Bottom: No horn
Double Glazing - Top
4mm Low E One - Argon Filled, Black Warm Edge spacer - 4mm Clear Float (Mid Iron)
Double Glazing - Bottom
4mm Low E One - Argon Filled, Black Warm Edge spacer - 4mm Clear Float (Mid Iron)
Depth
Frame: 172mm, Cill: 172mm
Paint / Finish
Internal: Darwin Bright White PM31638 Paint, External: Darwin Bright White PM31638 Paint, Cill: Same as Frame
Frame Gasket Colour
White
Ironmongery
2 x CS Standard Globe Lockable Fitch Fastener, 2 x CS Standard Sash Lift in Hardex Gold and 2 x Angel Ventlocks in Polished Brass and 1 x Yale Trickle Vent - EA 4000 with Flyscreen in White
Outer Jamb Shape
Staff Mould
Glazing Bead Fix
Black Tape
Pointing Method
Silicone Seal

Angel Ventlocks



CS Standard Globe Lockable Fitch Fastener



CS Standard Sash Lift



Yale Trickle Vent - EA 4000 with Flyscreen



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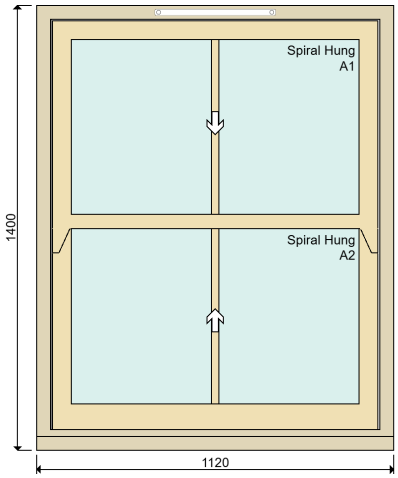
The opening sash symbol (or arrow head) points to the hinge position

ITEM W3 - Ground Floor Unknown Elevation Living Room 2

Price excl. VAT: £1,648.14



Item Weight: 63.8 Kg

Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window in Finger jointed engineered Red Grandis Hardwood with Solid Red Grandis Hardwood frame and Accoya cill

Moulding and Glazing Bar
Lambs Tongue, 22 mm Glazing Bar
Sash Horn
Top: Classic, Bottom: No horn
Double Glazing - Top
4mm Low E One - Argon Filled, Black Warm Edge spacer - 4mm Clear Float (Mid Iron)
Double Glazing - Bottom
4mm Low E One Toughened - Argon Filled, Black Warm Edge spacer - 4mm Clear Float (Mid Iron) Toughened
Depth
Frame: 172mm, Cill: 172mm
Paint / Finish
Internal: Darwin Bright White PM31638 Paint, External: Darwin Bright White PM31638 Paint, Cill: Same as Frame
Frame Gasket Colour
White
Ironmongery
2 x CS Standard Globe Lockable Fitch Fastener, 2 x CS Standard Sash Lift in Hardex Gold and 2 x Angel Ventlocks in Polished Brass and 1 x Yale Trickle Vent - EA 4000 with Flyscreen in White
Outer Jamb Shape
Staff Mould
Glazing Bead Fix
Black Tape
Pointing Method
Silicone Seal

Angel Ventlocks



CS Standard Globe Lockable Fitch Fastener



CS Standard Sash Lift



Yale Trickle Vent - EA 4000 with Flyscreen



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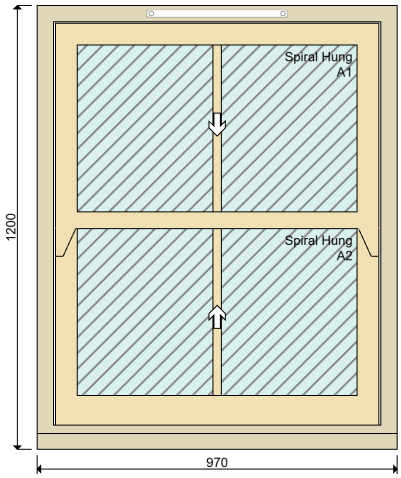
The opening sash symbol (or arrow head) points to the hinge position

ITEM W4 - First Floor Unknown Elevation Bathroom

Price excl. VAT: £1,503.00



Item Weight: 50.5 Kg

Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window in Finger jointed engineered Red Grandis Hardwood with Solid Red Grandis Hardwood frame and Accoya cill

Moulding and Glazing Bar
Lambs Tongue, 22 mm Glazing Bar
Sash Horn
Top: Classic, Bottom: No horn
Double Glazing - Top
4mm Low E One - Argon Filled, Black Warm Edge spacer - 4mm Stippolyte
Double Glazing - Bottom
4mm Low E One - Argon Filled, Black Warm Edge spacer - 4mm Stippolyte
Depth
Frame: 172mm, Cill: 172mm
Paint / Finish
Internal: Darwin Bright White PM31638 Paint, External: Darwin Bright White PM31638 Paint, Cill: Same as Frame
Frame Gasket Colour
White
Ironmongery
2 x CS Standard Globe Lockable Fitch Fastener, 2 x CS Standard Sash Lift in Hardex Gold and 2 x Angel Ventlocks in Polished Brass and 1 x Yale Trickle Vent - EA 4000 with Flyscreen in White
Outer Jamb Shape
Staff Mould
Glazing Bead Fix
Black Tape
Pointing Method
Silicone Seal

Angel Ventlocks	CS Standard Globe Lockable Fitch Fastener	CS Standard Sash Lift	Yale Trickle Vent - EA 4000 with Flyscreen
			

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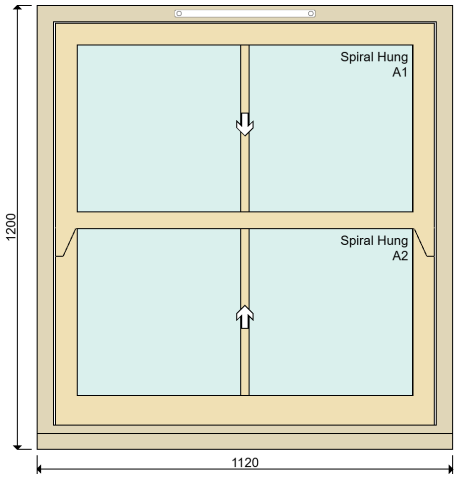
Quotation

All drawings are viewed from the outside

The opening sash symbol (or arrow head) points to the hinge position

ITEM W5 - First Floor Unknown Elevation Small Bedroom

Price excl. VAT: £1,550.45



Item Weight: 56.7 Kg

Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window in Finger jointed engineered Red Grandis Hardwood with Solid Red Grandis Hardwood frame and Accoya cill

Moulding and Glazing Bar
Lambs Tongue, 22 mm Glazing Bar
Sash Horn
Top: Classic, Bottom: No horn
Double Glazing - Top
4mm Low E One - Argon Filled, Black Warm Edge spacer - 4mm Clear Float (Mid Iron)
Double Glazing - Bottom
4mm Low E One - Argon Filled, Black Warm Edge spacer - 4mm Clear Float (Mid Iron)
Depth
Frame: 172mm, Cill: 172mm
Paint / Finish
Internal: Darwin Bright White PM31638 Paint, External: Darwin Bright White PM31638 Paint, Cill: Same as Frame
Frame Gasket Colour
White
Ironmongery
2 x CS Standard Globe Lockable Fitch Fastener, 2 x CS Standard Sash Lift in Hardex Gold and 2 x Angel Ventlocks in Polished Brass and 1 x Yale Trickle Vent - EA 4000 with Flyscreen in White
Outer Jamb Shape
Staff Mould
Glazing Bead Fix
Black Tape
Pointing Method
Silicone Seal

Angel Ventlocks



CS Standard Globe Lockable Fitch Fastener



CS Standard Sash Lift



Yale Trickle Vent - EA 4000 with Flyscreen



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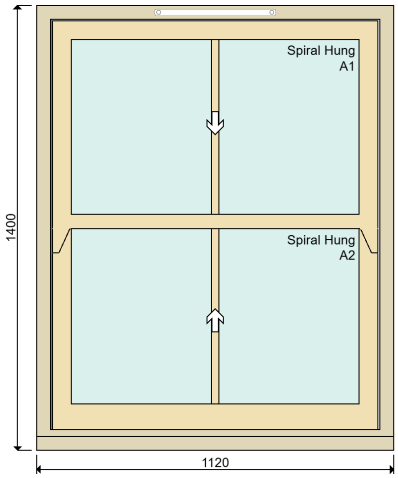
Quotation

All drawings are viewed from the outside

The opening sash symbol (or arrow head) points to the hinge position

ITEM W6 - First Floor Unknown Elevation Large Bedroom

Price excl. VAT: £1,648.14



Item Weight: 63.8 Kg

Supply & Install a complete new The Chatsworth Sliding Sash Window (DG) sash window in Finger jointed engineered Red Grandis Hardwood with Solid Red Grandis Hardwood frame and Accoya cill

Moulding and Glazing Bar
Lambs Tongue, 22 mm Glazing Bar
Sash Horn
Top: Classic, Bottom: No horn
Double Glazing - Top
4mm Low E One - Argon Filled, Black Warm Edge spacer - 4mm Clear Float (Mid Iron)
Double Glazing - Bottom
4mm Low E One Toughened - Argon Filled, Black Warm Edge spacer - 4mm Clear Float (Mid Iron) Toughened
Depth
Frame: 172mm, Cill: 172mm
Paint / Finish
Internal: Darwin Bright White PM31638 Paint, External: Darwin Bright White PM31638 Paint, Cill: Same as Frame
Frame Gasket Colour
White
Ironmongery
2 x CS Standard Globe Lockable Fitch Fastener, 2 x CS Standard Sash Lift in Hardex Gold and 2 x Angel Ventlocks in Polished Brass and 1 x Yale Trickle Vent - EA 4000 with Flyscreen in White
Outer Jamb Shape
Staff Mould
Glazing Bead Fix
Black Tape
Pointing Method
Silicone Seal

Angel Ventlocks



CS Standard Globe Lockable Fitch Fastener



CS Standard Sash Lift



Yale Trickle Vent - EA 4000 with Flyscreen



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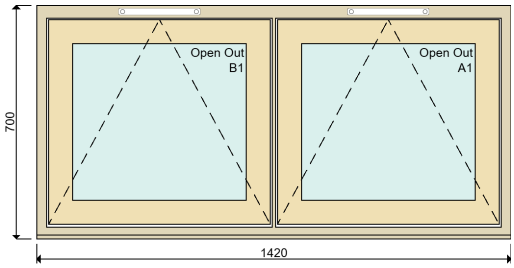
Quotation

All drawings are viewed from the outside

The opening sash symbol (or arrow head) points to the hinge position

ITEM W7 - Ground Floor Unknown Elevation Kitchen

Price excl. VAT: £1,054.76



Item Weight: 47.8 Kg

Supply & Install a complete new The Hardwick, Flush Casement (DG) casement window in Finger jointed engineered Red Grandis Hardwood with Solid Red Grandis Hardwood cill

Moulding
Lambs Tongue
Double Glazing - Casement
4mm Low E One - Argon Filled, Black Warm Edge spacer - 4mm Clear Float (Mid Iron)
Depth
Frame: 92mm, Cill: 155mm
Cill Projection
63mm (cill depth - frame depth)
Paint / Finish
Internal: Darwin Bright White PM31638 Paint, External: Darwin Bright White PM31638 Paint, Cill: Same as Frame
Frame Gasket Colour
White
Ironmongery
2 x CC Standard Inline Window Handle in Hardex Gold and 2 x Yale Trickle Vent - EA 2500 with Flyscreen in White
Glazing Bead Fix
Black Tape
Pointing Method
Silicone Seal
Notes
The frame is too wide for the required single full width top hung sash. The maximum top hung sash width is 1300mm. Therefore, we have quoted this window with two top hung sashes.

CC Standard Inline Window Handle



Yale Trickle Vent - EA 2500 with Flyscreen



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Our business has grown from repeat and referral customers. Sometimes things do not go to plan and our approach is always to work with a customer to minimise costs and disruption for all parties. With that being said, there are certain things that you should be aware of upfront to ensure as smooth a project delivery as possible:

The prices quoted throughout the document do not include for trims, linings, architraves, and window boards unless otherwise stated. We would be happy to supply these if required and the pricing would depend on the complexity, finish and dimensions required. If we are undertaking a survey, then we can discuss this with you and advise during that visit.

If the project is for a homeowner directly and is a supply and install contract, then our surveyor will assess the requirements under Building Regulations. In all other cases, the full responsibility for meeting Building Regulations is with the design team or main contractor. Our team will work with you to assess the requirements and attempt to ensure that the quote is accurate, but that does not constitute a passing of responsibility nor liability.

The prices quoted throughout the document do not include for trickle ventilation, safety glass, security glass or specialist ironmongery items unless otherwise stated in the quotation.

All energy efficient windows, doors and glazing projects may be subject to exterior condensation, this is not a fault but demonstrates the high performance of the product. This phenomenon appears more on highly thermally efficient glass, where external humidity is higher, and in certain times of year. If you have any questions on this, please ask your sales team.

All supply and installation quotations are subject to survey. This quotation is not a fixed sum if changes are required to the specification, design, dimensions or supplementary items after the survey. Unless specifically outlined in the quotation, we have not allowed for any permits required for access, skips, nor road or pavement closures. The quotation does not include for any building works unless specifically outlined.

The prices quoted are based on Gowercroft completing the entire order. We may agree with you to manufacture and or install in batches. Any installation and delivery prices offered are based on a single load, straightforward accessibility, and fitting conditions matching our agreement/expectations. We will always work with you to avoid any additional costs and make sure that the delivery/installation process is as smooth as possible, but we reserve the right to charge additional sums in particularly difficult circumstances, which we couldn't have reasonably foreseen. This is particularly relevant to commercial contracts, where a day rate will be agreed at the preliminary meeting and applied where delays are caused by events outside of our control.

LIFT AND SLIDE DOOR WARRANTY EXCLUSION. Please note that due to the weight of lift and slide door units and the unpredictable conditions of an in-use building, our warranty for lift and slide doors excludes access and lifting equipment. For example, if a glass unit were to fail within the warranty, we would provide a replacement glass unit and a glazier to remove and reinstall the glass at our cost. However, the property owner would be responsible for ensuring ready access, and for providing and operating any lifting equipment for moving the glass units around site for our glazier to complete his works. If you are concerned about this, we can assess the potential risk prior to sale.

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Contract

The work includes all items listed in Quotation L27978 / Q2, with a quoted price of 14,831.30 (pounds) plus VAT at the current rate. The site of the work will be 40 Swinney Lane, Belper, DE56 1EF (the site). The work does not include a design obligation by us.

By signing this Order Form you are agreeing to our Terms and Conditions of Business - before signing this Order Form please read them (if you have not done so already). Our Terms and Conditions of Business are attached to this Email. If you have any questions concerning them please do not hesitate to contact us.

Your attention is drawn in particular to the following conditions of the Terms and Conditions of Business:

- condition 2.4 confirms that, you are responsible for the accuracy of all specifications for products and services provided and (except where you have contracted us to provide installation services) the required dimensions of any products we provide.
- condition 2.11 confirms that, due to their being made to your measurements, there is no statutory 14-day cooling off period during which you can cancel this order.
- condition 9 contains important restrictions on our liability to you if you are a consumer.
- condition 10 contains important restrictions on our liability to you if you are not a consumer.

I agree to be bound by the Terms and Conditions of Business of Gowercroft Ltd.

Your signature_____ Date:_____

Your signature_____ Date:_____

[__] We are proud of our work and our association with your property, and we would like to promote this through the use of signs. If you would prefer that we do not place signage at your property, please tick the box at the beginning of this paragraph. Be assured that we will always discuss placement with you when we arrive on site.

Please return this order form (after you have signed and dated it) to Maisy Lawson at maisy@gowercroft.com. In the event that we accept your order, we will send you a copy countersigned on behalf of Maisy Lawson below.

Signed for and on behalf of Gowercroft Ltd.: _____

Name and Job Title:_____ Date:_____

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Tel: 01773 300510 | Fax: 01773 300511 | Email: info@gowercroft.com | Web: www.gowercroft.co.uk

Gowercroft Limited Terms and Conditions

Background

These Terms and Conditions are the standard terms for the sale of joinery products and related services by Gowercroft Ltd, a company registered in England under Company Registration Number: 3523806, whose registered address and place of business is Unit 1, Birchwood Way, Cotes Park,Alfreton, Derbyshire, DE55 4QQ. Gowercroft's VAT number is 706 1832 52.

These Conditions will form part of the Contract between Gowercroft and you. Before making your order, please ensure that you have read these Conditions carefully. If you are unsure about any part of these Conditions, please ask Gowercroft for clarification. Your attention is drawn in particular to condition 9 (if you are a consumer) and 10 (if you are not a consumer) which set out important limitations on our liability to you.

1. Interpretation

1.1 In these conditions the following words shall have the following meanings:
"Conditions" means these terms and conditions for sale of products and/or services which are incorporated into and form part of the Contract and includes any special terms and conditions agreed in writing between Gowercroft and you.

"Contract" means the contract between Gowercroft and you for the purchase and sale of the Products and/or Services comprising: Gowercroft's Final Quotation
"Gowercroft" means Gowercroft Limited trading as Gowercroft Joinery.
"Order" means the order for Products and (if applicable) Services, on a form to which these Conditions are appended.
"Products" means the products which Gowercroft is to supply in accordance with these Conditions, as specified in the Final Quotation, and Specification Sheets.

"Services" means the work to be undertaken by Gowercroft to specify and/or install the Products and services to be provided.
"Site" means the address for delivery or where the services are to be performed.
"writing" includes electronic communications whether sent by e-mail or other means.
"you" means the customer entering into the Contract, whose Order for Products/Services is accepted by Gowercroft.

1.2 Changes to these Conditions will only be valid if expressed in writing and signed by both Gowercroft and you.

1.3 You agree to hold harmless and indemnify Gowercroft against any claims, losses, actions, liabilities, costs (including legal costs on a full indemnity basis) and other losses arising out of Gowercroft's use of specifications, details and/or drawings supplied by you, your agents or others on your behalf.

1.4 The Customer agrees that it has not relied upon the details and information contained in Gowercroft's brochures, website or other publications unless it has sought and obtained written confirmation from Gowercroft of their accuracy.

2. Orders and Contract

2.1 All Orders for Products made by you will be subject to these Conditions

2.2. Nothing provided by Gowercroft including, but not limited to, sales and marketing literature, price lists and other documents constitutes a contractual offer capable of acceptance. Your Order constitutes a contractual offer that Gowercroft may, at its discretion, accept.

2.3. No Order shall be deemed to be accepted by Gowercroft until the Order sheet has been signed by both parties with a copy returned to you by Gowercroft. A Contract is formed by Gowercroft notifying you of acceptance of your Order.

2.4 You shall be responsible for ensuring the accuracy of the Product and Services specifications included in the Contract and Gowercroft shall have no liability for any errors arising. Gowercroft shall be responsible for the accuracy of dimensions of all Products which it is contracted to install, but you shall be held liable for the accuracy and completeness of dimensions of all other Products.

2.5 Gowercroft shall ensure that the following information is given or made available to you prior to the formation of the Contract between Gowercroft and you, except for where such information is already apparent from the context of the transaction:

2.5.1 The main characteristics of the Products;
2.5.2. Gowercroft's identity (set out above) and contact details (set out below);
2.5.3. The total Price for the Products and Services including taxes or, if the nature of the Products or Services is such that the Price cannot be calculated in advance, the manner in which it will be calculated;

2.5.4. Where applicable, all additional delivery charges or, where such charges cannot be calculated in advance, the manner in which they will be calculated;

2.5.5. Where applicable, the arrangements for payment, delivery and the manner in which we will agree the time at which Gowercroft undertakes to deliver the Products;

2.5.6. Gowercroft's complaints handling policy (as attached);
2.5.7. Gowercroft has ensured in these Conditions that you are aware of Gowercroft's legal duty to supply goods that are in conformity with the Contract; and

2.5.8. details of after-sales services and guarantees.

2.6 Gowercroft has made every reasonable effort to ensure that the Products conform to illustrations, photographs and descriptions provided in Gowercroft's sales and marketing literature and descriptions provided by Gowercroft's salespeople. Gowercroft cannot, however, guarantee that all illustrations and/or photographs will be precisely accurate due to discrepancies that may arise during the printing process or differences in the colour reproduction of electronic displays, and naturally occurring variances in the colour or stain of timber.

2.7. If Gowercroft finds, or is made aware of, any typographical, clerical or other accidental errors or omissions in any sales and marketing literature, price lists or any other documents, Gowercroft will make every reasonable effort to correct such errors or omissions as soon as is reasonably possible. If, as a result of any such error or omission, you have paid too much, Gowercroft will refund the excess paid for the Products.

2.8. Gowercroft reserves the right to make any changes in the specification of the Products that may be required to conform to any applicable safety or other legal or regulatory requirements, or that improve the specification, without notice.

2.9. When placing an Order for bespoke Products, please ensure that all information that you provide to Gowercroft is correct, accurate and complete. Gowercroft cannot accept the return of any bespoke Products if the return is due to incorrect information provided by you. Please note that this does not affect your legal rights (including those described in these terms and conditions).

2.10. Gowercroft must give you a copy of the signed Order within a reasonable time after accepting it, but in any event not later than the delivery of any Goods supplied under the Contract, and before performance begins of any of the Services.

2.11. Because the Products are made to your specific requirements, Gowercroft is not obliged to offer you the right to cancel a Contract (but this will not affect your legal rights as a consumer in relation to Products that are faulty or not as described).

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3. Price

3.1 The price of the Products and/or Services shall be those stated in the Gowercroft Final Quotation. All prices quoted are valid for period shown on the quotation only, after which time unless they have been agreed in a Contract they may be altered by Gowercroft without giving notice to you.

3.2. The quoted prices are based upon the scope of the Services and/or Products referred to in the Gowercroft Final Quotation. In the event of any variation in the scope of Services and/or Products required, Gowercroft reserves the right to vary the prices quoted.

3.3. In the event that you require additional Services and/or Products which are not included within the Gowercroft Final Quotation, Gowercroft will provide you with prices for these extra items in writing.

Unless you refuse these prices in writing, the additional prices will be deemed to be accepted by you by your acceptance of the additional Services and/or Products and will form part of the price referred to in condition 3.1. If the additional Products and/or Services are provided before a written price is agreed, pricing will be determined by a later written agreement; or if not then a reasonable amount for such additional Products and/or Services.

3.4. VAT will be added to all prices at the prevailing rate. It is your responsibility to provide evidence satisfactory to HMRC that lower than standard rate VAT shall be applied. You shall be liable for any additional VAT assessed by HMRC during or after completion of the Contract howsoever arising.

3.5. If your Order is changed, Gowercroft will inform you of any change to the Price in writing.

3.6 Gowercroft reserves the right to cancel a confirmed order or change the Price of your order if it is unable to complete the order due to:

3.6.1 non availability of component materials; or

3.6.2. availability of component materials, but at a significantly increased cost; or

3.6.3. destruction through fire, flood, terrorism or any other reason of its production facilities; or

3.6.4. any other reason.

3.7. If Gowercroft cancels a confirmed order under the provisions of paragraph 3.6 above the client will be reimbursed of any deposits paid together with notional interest accrued on such monies over the period they have been held by Gowercroft at 4% above HSBC bank rate.

4. Delivery

4.1. Delivery of the Products and/or Services shall be made by Gowercroft delivering the Products to the Site, you collecting the Products from Gowercroft's premises, or the completion of the Services.

4.2. For the delivery/provision of Products and Services at a Site, you shall, at your own costs and expense, take all necessary measures to prepare the Site and ensure that Gowercroft's personnel are able to commence work immediately upon their arrival at the Site and further ensure that work proceeds in an uninterrupted manner.

4.3. For the delivery of Products, you shall make all arrangements necessary to take delivery of the Products whenever they are tendered for delivery. This includes the provision of sufficient labour and equipment to safely unload and stack the Product.

4.4. Gowercroft will provide an estimated delivery date. Please note that estimated delivery dates may vary according to the availability of Products, your location, and circumstances beyond our reasonable control (see condition 14).

4.5. We are unable to guarantee a specific delivery date in advance because it is dependent on your notifying us that the Site is ready for delivery and (if Gowercroft is providing installation services) installation of the Products.

4.6. Gowercroft will use reasonable commercial endeavours to deliver the Products by any estimated delivery date agreed with you and in the quantities required by you, but time and delivery shall not be of the essence of the contract for the supply of the Products or the Services. In addition, Gowercroft will not be responsible for delays arising as follows:

4.6.1. Your delayed instructions or lack of instructions on matters including changes to specification or materials to be used;
4.6.2. The Contract being suspended under condition 5.3.1;
4.6.3. An event outside Gowercroft's reasonable control in accordance with condition ; or
4.6.4. The Contract being obstructed by any matter that Gowercroft does not control.

In the event of Gowercroft's failure to meet such date for any reason, Gowercroft shall not be liable for any loss or damage suffered by you as a result, nor shall this constitute a breach or repudiation of these Conditions.

4.7. If the work is delayed or lasts longer than expected, as a result of (if you are a consumer) your failure to meet your obligations under the Contract, or (if you are not a consumer) any reason other than Gowercroft's own breach of contract or negligence, Gowercroft will adjust the price accordingly by mutual agreement or failing that by a reasonable amount and will be entitled to charge you for any losses and expenses caused.

4.8. You shall have no right to reject the Products and/or Services for late delivery and/or performance unless the due date for delivery and/or performance has passed and you have served on Gowercroft a written notice requiring the Contract to be performed and giving Gowercroft not less than 14 days in which to do so.

4.9. If you refuse to take delivery of any Products and/or to allow the performance of Services then Gowercroft shall be entitled to withhold delivery and/or performance of any other Products and/or Services, and to treat this Contract as repudiated by you.

4.10. If you refuse to take delivery of any Products, then Gowercroft shall be entitled to charge storage fees at up to 0.75% per week of the net value of the Products.

4.11. Gowercroft will inform you when the Products have been delivered and/or the Services progressed and completed. You will inspect the Products delivered and/or Services performed upon delivery and/or completion and inform Gowercroft of any items not in accordance with the Contractual specification. Gowercroft will endeavour to deal with any agreed further work without delay and you will provide reasonable access to enable the works to be completed.

5. Payment Terms

5.1. Gowercroft's terms of payment are:

5.1.1. for domestic customers with installation 25% Deposit, 25% due at the commencement of manufacturing, 25% at spray, and 25% following installation of our products;

5.1.2. for domestic customers supply only basis 25% Deposit, 25% due at the commencement of manufacturing, 25% at spray, and 25% Prior to delivery;

5.1.3. for Commercial Customers with installation 10% Deposit, 40% due at the commencement of manufacturing, 40% at spray, and 10% following installation of our products;

5.1.4. for Commercial Customers supply only basis 10% Deposit, 40% due at the commencement of manufacturing, 40% at spray, and 10% Prior to delivery;

5.1.5. for Dealerships 50% order deposits and 50% once manufacture is completed;

5.2. Time for payment shall be of the essence.

5.3. If you fail to make any payment in full on the due date, Gowercroft shall be entitled to :

5.3.1. Cancel the Contract or suspend any further deliveries and/or Services to you

5.3.2. retain any payment made by you for such Products and/or Services as Gowercroft may think fit (if you are a consumer, this will be limited to the amount corresponding to the costs Gowercroft have incurred); and

5.3.3. Charge you interest (both before and after judgement) on the amount unpaid at the rate of 4% above the base rate from time to time of the HSBC Bank Plc. Such interest shall be compounded with monthly rests.

5.4. If you are a consumer, the provisions of condition 5.3.3 will not apply if you have promptly contacted Gowercroft to reasonably dispute an invoice in good faith and no interest will accrue while such a dispute is on-going.

5.5. Where the Products are delivered in installments and/or the Services are performed in stages, Gowercroft may invoice in respect of each installment and/or stage separately and you shall pay such invoices in accordance with this Agreement.

5.6. You shall pay all sums due to Gowercroft under the Contract without set off, deduction or any other withholding of monies unless agreed in advance in writing with a Director of Gowercroft.

5.7. Payment shall not be deemed to be made in full until Gowercroft have received cleared funds in respect of the all amounts outstanding.

5.8. If payment is not made to Gowercroft when due, then Gowercroft may withhold or suspend future or current deliveries of the Products and/or performance of the Services and Warranties.

5.9. If any Services are cancelled or this Contract terminated before completion of the Services, Gowercroft shall be entitled to be paid on a quantum merit basis for that part of the Services performed. Gowercroft may invoice accordingly and such monies shall be immediately due and payable.

6. Default

6.1. Gowercroft shall have the right, without prejudice to any other remedies, to exercise any or all of your rights set out in condition 6.2 below, if you:

6.1.1. Fail to make payment to Gowercroft when due: or

6.1.2. Breach the terms of this Contract and, where the breach is capable of remedy, have not remedied the breach within 14 days of receiving notice requiring the breach to be remedied; or

6.1.3. If you, your employees or agents interfere with or obstruct the work or fail to make the Site available for Gowercroft for the contract period; or

6.1.4. Pledge or charge any Products which remain the property of Gowercroft; or

6.1.5. Cease or threaten to cease to carry on business: or

6.1.6. Propose to compound with your creditors, apply for an interim order under Section 252 Insolvency Act 1986 or have a Bankruptcy Petition presented against you; or

6.1.7. being a company, enter into voluntary or compulsory liquidation, have a receiver, an administrator or administrative receiver appointed over all or any of your assets;

6.1.8. take or suffer action similar to those specified in sub-conditions 6.1.6 or 6.1.7 in any jurisdiction; or

6.1.9. (not being a consumer) reasonably appear to Gowercroft due to your credit rating to be financially inadequate to meet your obligations under the Contract; or

6.1.10. appear reasonably to Gowercroft to be about to suffer any of the above events.

6.2. If any of the events set out in condition 6.1 above occurs in relation to you then;

6.2.1. Gowercroft may withhold delivery of any undelivered Products;

6.2.2. Gowercroft may withhold the performance of any Services and cease any Services in progress;

6.2.3. Gowercroft may cancel, terminate and/or suspend without liability to you any contract with you; and/or

6.2.4. All monies owed by you to Gowercroft shall forthwith become due and payable.

6.3. Gowercroft shall have a lien over all property or goods belonging to you which may be in the Company's possession, in respect of all sums due from you to Gowercroft.

6.4. Upon the termination of the Contract for any reason if all monies due to Gowercroft from you have not been paid within 14 days of the termination of the Contract for any reason, Gowercroft may sell any property or goods over which it has a lien in accordance with condition 6.4. Upon the termination of the Contract for any reason if all monies due to Gowercroft from you have not been paid within 14 days of the termination of the Contract for any reason, Gowercroft may sell any property or goods over which it has a lien in accordance with condition 6.3 above (and you agree that Gowercroft may give good title for such property and/or goods) and shall apply the proceeds of sale firstly in discharging any costs or expenses of sale, secondly in repaying any interest owed by you to Gowercroft, thirdly in payment of any principal sums owed to Gowercroft and fourthly Gowercroft shall account to you for the remainder (if any).

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7. Title and Risk

7.1. Risk of damage to and loss of the Products shall pass to you at the time of delivery to Site, or if you fail to take delivery of the Products at the time when Gowercroft has tendered delivery of the Products in accordance with the Contract.

7.2. Notwithstanding delivery and the passing of risk in the Products or any other provision of these Conditions, title in the Products shall not pass until Gowercroft has received cleared funds payment in full of the price of the Products and Services.

7.3. Until such time as the title in the Products passes to you, Gowercroft shall be entitled at any time to require you to deliver up the Products to Gowercroft and, if you fail to do so forthwith, to enter upon any premises of you or any third party where the Products are stored and repossess the Products. Until title in them passes to you, the Products shall not be pledged or given as security or resold by you and you undertake to store the Products in your premises separately from your own goods or those of any other person and in a manner which makes them readily identifiable as Gowercroft's Products.

7.4. Liability for the loss of property/possessions and the risk of accidental damage to any of the Products of any kind provided by Gowercroft shall at all times remain with you except where such damage or loss has resulted from the gross negligence of Gowercroft.

8. Warranty and Guarantee

8.1. In addition to any statutory rights you may have as a consumer, Gowercroft warrants that the Products supplied will be free from defects in materials and workmanship under normal use and service and that it will perform the Services with reasonable care and skill. You acknowledge that timber products include natural imperfections which do not affect the structural soundness of the Products, and that such imperfections do not constitute a defect for these purposes. Conditional upon your paying all sums due under the Contract, Gowercroft will also provide a guarantee ("Guarantee") on key elements of the Products supplied and set out in detail in a Guarantee document to be provided at the completion of the Contract provided that Gowercroft shall be under no obligation to offer a warranty or Guarantee or be under no liability whatsoever:

8.1.1. in respect of any defect in the Products arising from any drawing, design or specification supplied by you;
8.1.2. in respect of any defect arising from fair wear and tear, willful damage, negligence, abnormal working conditions, failure to follow Gowercroft's instructions (whether oral or written), misuse or alteration or repair of the Products with or without your approval, or improper or inadequate maintenance by you or your agents or others on your behalf; or

8.1.3. if the total price of the Products including extras has not been paid by the due date of payment.

8.2. Any claim by you which is based on any defect in the quality or condition of the Products or their failure to correspond with specification shall (whether or not delivery is refused by you) be notified to the Production Director at Gowercroft within 7 days from the date of delivery or (where the defect or failure was not apparent on reasonable inspection) within 7 days after discovery of the alleged defect or failure, failing which Gowercroft shall not be liable under the Guarantee provided in condition 8.1 herein.

8.3. Any claim by you regarding Product and/or Services quality or performance after the initial 7 day period shall be reported to the Installation Director at Gowercroft or in his absence the Production Director). Gowercroft will discuss the issue with you and agree a course of action including a Site inspection if necessary. Gowercroft will use reasonable endeavours to resolve any issue that is its responsibility within 14 days.

8.4. Subject to any statutory rights you may have as a consumer, where any valid claim in respect of any of the Products which is based on any defect in the quality or condition of the Products or their failure to meet specification is notified to Gowercroft in accordance with these Conditions, Gowercroft's sole liability shall be to repair the Products or replace the Products (or the part in question) free of charge at Gowercroft's sole discretion, or refund to you the price of the Products (or a proportionate part of the price) within a reasonable time of being notified by you of the defect.

8.5. Gowercroft shall not be liable under the Guarantee provided in condition 8.1 above if you permit persons other than the authorised representative of Gowercroft to effect any replacement of parts, maintenance of parts, maintenance adjustments or repairs to the Products without prior written agreement by Gowercroft and within the requirements specified by Gowercroft.

8.6. These Conditions will apply to any repaired or replacement Products we may supply.

8.7. The benefit of the Guarantee shall apply only to you and may only be transferred or assigned with thewritten consent of Gowercroft.

9. Gowercroft's liability to you- Consumers

9.1. If you are a consumer, the following provisions in this condition 9 apply to you.

9.2. Gowercroft will not be liable for incidental, indirect or consequential losses (including costs of accommodation, loss of profit and/or damage to goodwill) incurred due to delays in delivery or inaccurate specification or any deficiency in the Products or the Services.

9.3. Nothing in these conditions shall act to reduce or affect a party's general duty to mitigate its loss.

9.4. Gowercroft has agreed to supply you with Products and services solely for domestic and private use. Gowercroft makes no warranty or representation that the Products are fit for commercial, business or industrial use of any kind (including resale). You agree that you will not use the Products for such purposes.

9.5. Neither Gowercroft nor you will be liable to the other party for:

9.5.1. loss of profits or revenues;
9.5.2. loss of, or damage to, data or information systems;
9.5.3. loss of contract or business opportunities;
9.5.4. loss of anticipated savings;
9.5.5. loss of goodwill; or
9.5.6. any indirect, special or consequential loss or damage.

9.6. You shall give Gowercroft a reasonable opportunity to remedy any matter for which Gowercroft is liable before you incur any costs and/or expenses in remedying the matter yourself. If you do not do so Gowercroft shall have no liability to you.

9.7. Gowercroft's Guarantee exists in addition to your legal rights as a consumer (that the Products match Gowercroft's description, that they are of satisfactory quality and that they are fit for purpose). More information on your rights as a consumer can be obtained from your local Citizens Advice Bureau or from the Office of Fair Trading.

9.8. Nothing in these Conditions seeks to exclude or limit Gowercroft's liability for death or personal injury caused by Gowercroft's negligence (including that of Gowercroft's employees, agents or sub-contractors); or for fraud or fraudulent misrepresentation; or for any other liability which may not be lawfully excluded.

9.9. Furthermore, nothing in these Conditions seeks to exclude or limit Gowercroft's liability for the following with respect to your rights as a consumer:

9.9.1. Breach of your right to title and quiet possession as implied by section 12 of the Sale of Products Act 1979;
9.9.2. Breach of terms relating to description, satisfactory quality, fitness for purpose and samples as
9.9.3. Gowercroft's liability relating to defective products as set out in the Consumer Protection Act 1987.

9.10. Gowercroft is not liable for loss which was not reasonably foreseeable to both you and Gowercroft at the time when the Contract was made.

9.11. Without limitation on condition 9.10, Gowercroft will not be responsible for any costs of accommodation incurred due to any breach by it of its obligations to you.

10. Limitation of Liability- Non Consumers

10.1. If you are not a consumer, the following provisions in this condition 10 apply to you.

10.2. Except as expressly stated in these Conditions, all warranties and conditions whether express or impliedby statute, common law or otherwise are hereby excluded to the extent permitted by law.

10.3. Neither party limits its liability for:

10.3.1.death or personal injury caused by its negligence, or that of its employees, agents or sub-contractors (as applicable); or

10.3.2.fraud or fraudulent misrepresentation by it or its employees.

10.4. Nothing in this condition 10 shall limit or restrict Gowercroft's liability:

10.4.1.under the Consumer Protection Act 1987;

10.4.2.for breach of any of the safety regulations made under section 11 of the Consumer Protection Act1987; or

10.4.3.for breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982.

10.5. Subject to conditions 10.3, 10.4, and 10.6, Gowercroft's total aggregate liability in respect of all claims, losses or damages, whether arising from contract, tort (including negligence) or otherwise shall in no event exceed the aggregate of all charges paid or payable to Gowercroft under the Contract.

10.6. Subject to conditions 1.2 and 1.7, neither party will be liable to the other party for:

10.6.1.loss of profits or revenues;

10.6.2.loss of, or damage to, data or information systems;

10.6.3.loss of contract or business opportunities;

10.6.4.loss of anticipated savings;

10.6.5.loss of goodwill; or

10.6.6.any indirect, special or consequential loss or damage.

10.7. Nothing in these conditions shall act to reduce or affect a party's general duty to mitigate its loss.

11. Loss, Damage and Insurance

11.1. You shall be responsible for any loss of and damage to any existing structures and contents, unless it falls within Gowercroft's obligations in condition 11.2.

11.2. 11.2. Gowercroft shall be responsible for any loss of and damage to any existing structures and contents only if the loss and damage is caused solely by the negligence of Gowercroft or by its agents or subcontractors.

11.3. Gowercroft shall take out and keep adequate insurance policies for its liability under conditions 11.1 and 11.2.

11.4. You shall be responsible for all other losses or damage on Site including personal injury or death caused by your negligence or the negligence of any person you are responsible for.

11.5. You shall take out and keep an adequate insurance policy for your liability under condition 11.1 and 11.4 and make it available for Gowercroft's inspection upon demand.

12. Resolution of Disputes

12.1. Without prejudice to condition , if you or Gowercroft refer a dispute or difference to arbitration the following will apply:

12.1.1.The arbitrator will be a person agreed by both parties; or

12.1.2.Appointed by the British Woodworking Federation at the request of either party.

13. Intellectual Property

13.1. Any registered design or trade mark or trade name or patent or copyright ("Intellectual Property") in any drawings prepared by Gowercroft or in the Products and/or Services provided pursuant to the Contract will at all times belong to Gowercroft. Gowercroft reserves all rights in respect of any such intellectual property rights.

14. Events Outside of Gowercroft's Control

14.1. Gowercroft will not be liable for any failure or delay in performing Gowercroft's obligations where that failure or delay results from any cause that is beyond Gowercroft's reasonable control. Such causes include, but are not limited to: power failure, internet service provider failure, industrial action, civil unrest, fire, explosion, flood, storms, earthquakes, subsidence, acts of terrorism, acts of war, governmental action, epidemic or other natural disaster, or any other event that is beyond Gowercroft's control.

14.2. If any event described under this condition 14 occurs that is likely to adversely affect Gowercroft's performance of any of Gowercroft's obligations under these Conditions:

14.2.1.Gowercroft will inform you as soon as is reasonably possible;.

14.2.2.Gowercroft's obligations under these Conditions will be suspended and any time limits that Gowercroft are bound by will be extended accordingly;

14.2.3.Gowercroft will inform you when the event outside of Gowercroft's control is over and provide details of any new dates, times or availability of Products as necessary;

14.2.4.If the event outside of Gowercroft's control continues for more than 30 days Gowercroft will cancel the Contract and inform you of the cancellation. Any refunds due to you as a result of that cancellation will be paid to you as soon as is reasonably possible.

15. Compliance With Laws and Regulations

15.1. It is your responsibility to obtain all relevant and necessary approvals, including but not limited to any deed of covenant or landlord approval and/or those from local authorities in respect of building regulations, planning permission, alterations to listed buildings or alterations carried out in a conservation area. Gowercroft cannot be held responsible for any delay in completion of the Contract, or other loss arising from your failure or delay in obtaining any of the above. Any costs associated with taking down or removing Products in these circumstances will be chargeable to you.

15.2. Any additional work found to be necessary subsequent to this contract being entered into in order to obtain or comply with any statutory or other approval or consent will (if undertaken by us) be charged to you in full

15.3. Gowercroft takes no responsibility for obtaining agreements or settling disputes in respect of any item referred to in condition 15.1.

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16. Other Important Terms

16.1. Gowercroft may transfer (assign) Gowercroft's obligations and rights under these Conditions (and under the Contract, as applicable) to a third party. If this occurs you will be informed by Gowercroft in writing. Your rights under these Conditions will not be affected.

16.2. You may not transfer (assign) your obligations and rights under these Conditions (and under the Contract, as applicable) without Gowercroft's express written permission.

16.3. The Contract is between you and Gowercroft. It is not intended to benefit any other person or third party in any way and no such person or party will be entitled to enforce any provision of these Conditions.

16.4. If any of the provisions of these Conditions are found to be unlawful, invalid or otherwise unenforceable by any court or other authority, that / those provision(s) shall be deemed severed from the remainder of these Conditions. The remainder of these Conditions shall be valid and enforceable.

16.5. No failure or delay by Gowercroft in exercising any of Gowercroft's rights under these Conditions means that Gowercroft has waived that right, and no waiver by Gowercroft of a breach of any provision of these Conditions means that Gowercroft will waive any subsequent breach of the same or any other provision.

16.6. Any notice required to be given by either party to the other shall be served by delivery at or sending the same by registered post or recorded delivery or other means in permanent written form at the last known address of the other party and any receipt issued by the postal authority shall be conclusive evidence of the fact and date of posting of such notices

16.7. Gowercroft is a member of FENSA (see fensa.co.uk) and the British Woodworking Federation (bwf.org.uk) and is subject to the British Woodworking Federation codes of practice.

17. Governing Law and Jurisdiction

17.1. These Conditions (and the Contract) (including any non-contractual matters and obligations arising therefrom or associated therewith) shall be governed by, and construed in accordance with, the laws of England and Wales.

17.2. Any dispute, controversy, proceedings or claim between Gowercroft and you relating to these Conditions (or the Contract) (including any non-contractual matters and obligations arising therefrom or associated therewith) shall fall within the non-exclusive jurisdiction of the courts of England and Wales.

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