

Important information.

For A&L Customers

A&L
WINDOWS | DOORS

In a commitment to the quality of our products, effectiveness of our service and protection of our staff, the following procedures and regulations will be strictly adhered to, in relation to the supply of your products. We appreciate your understanding and thank you once again for your business.

Deliveries

Our drivers have been trained to identify risks on site, both to the integrity of our products and in relation to their own personal safety, as such:

- Products cannot be left on the road, nature strip or footpath; we will only leave products within the boundaries of your property.
- Our drivers will not carry products more than 20 metres from the truck.
- Our vehicles will not be driven into conditions that pose a risk of damage or injury.
- Products will not be carried onto sites deemed unsafe (eg/ limited space due to clutter on site, or uneven surfaces that do not provide secure footing).
- If your property is not ready to accept the delivery when we arrive on the agreed date, a Re-Delivery fee will apply.
- Once you have accepted our proposed delivery date, postponing your delivery to a later date will incur a Deferral Fee.

Screening solutions

- Fly screens, fly screen doors and barrier doors are not included with your window order; if you require fly screens please speak to your A&L representative to arrange a quote.
- When screening solutions are ordered, being of a fragile nature, we do not deliver them with your windows. Once you are ready to receive your screens, you must call A&L to request delivery. We recommend informing your A&L representative of the date your windows will be installed, to arrange a delivery on or shortly after that date.
- All screening solutions are installed by A&L technicians.
- For installation at sites where the home is occupied, the home owner must be present for A&L's technicians to enter the site.

Panels, glazing & installation

- Due to Occupational Health and Safety regulations, some A&L products will not be delivered as a full item, due to weight restrictions. In these cases, panels and sashes may be delivered separately, to be installed by the builder. Panel and sash installation is quick and easy to do; step by step instructions can be found on our YouTube channel www.youtube.com/user/alwindowsdoors
- Your quote and order paperwork will highlight any instances where panels and sashes may be supplied separately. Please speak to your A&L representative if you require clarification.

Renovations & replacements

- Although every effort is made to ensure our products arrive in perfect condition, from time to time an issue may be identified once on site. As such we must advise that you do not remove any windows or doors, until your new A&L products have been delivered and quality checked.

Other considerations

- Due to recent legislative changes, regarding windows within 1200mm of external corners, products within close proximity of each other may be slightly different in appearance due to additional extrusion requirements for corner products. Speak to your A&L representative to find out how this may affect your project.
- Please read your quote carefully and speak to your A&L representative if you need further clarification on any details. By signing and returning your order paperwork, you are confirming that all details are true and correct. Any changes or re-supply requirements beyond this point of confirmation, will be at your expense.
- Once your products have been delivered, inspect them carefully and advise your A&L representative of any issues within 24 hours. Due to the nature of building sites, we will not accept responsibility for any damage or quality concerns beyond this period of time.
- To avoid loss or damage of product keys, we do not deliver these with your products. We will send your keys via post once your order has been delivered.