

- Only pay in full when the job has been completed to your reasonable satisfaction.
- Double glazing may not resolve problems with condensation and noise.

CHECK OUT YOUR RIGHTS

Double Glazing

If you have double glazing fitted it must be done:

- ✦ WITH REASONABLE CARE AND SKILL
- ✦ WITHIN A REASONABLE TIME
- ✦ FOR A REASONABLE CHARGE

When the work carried out doesn't meet any of these three rules:

- ✦ If the fault is due to poor fitting is minor and can easily be put right, it is reasonable to expect a repair.
- ✦ If the trader cannot repair the fault properly, you are entitled to compensation. This could be the cost of getting somebody else to do the repair.
- ✦ If the work takes longer than agreed, or more than a reasonable time, you are entitled to compensation. This could be the cost of getting somebody else to complete the job, or a sum of money for the inconvenience caused.

The double glazing itself must be:

- ✦ OF SATISFACTORY QUALITY
- ✦ FIT FOR ITS PURPOSE
- ✦ AS DESCRIBED

When the double glazing doesn't meet any of these three rules:

- ✦ If it has only been fitted a couple of weeks or you haven't had a reasonable opportunity to check it, you are probably entitled to a refund for a fault, or a misdescription or alternatively you may request a replacement. However, if the fault is in just some of the units, you are probably only entitled to have the faulty units replaced.
- ✦ If the fault is only minor and can easily be put right it is reasonable to accept a repair. This won't stop you claiming a replacement or refund if the repair turns out to be unsatisfactory.
- ✦ If the double glazing has been fitted for longer than a couple of weeks you are probably still entitled to a repair or replacement. A repair should be carried out within a reasonable period of time and without causing you significant inconvenience. If this does not happen you are entitled to a replacement or compensation. This could be a sum of money or the cost of having somebody else repair the double glazing.
- ✦ If the double glazing cannot be replaced or repaired economically you are entitled to a refund. The trader may make a reduction from the price you paid to allow for wear and tear.
- ✦ If you are out of pocket in any other way, you may be entitled to compensation over and above the price of the double glazing.

Remember, if you are entitled to a refund, replacement, a repair or compensation it is the trader who must sort out your problem. The trader cannot tell you to go back to the manufacturer.

IMPORTANT

- If you bought on credit you may be able to claim against the finance company. See the pink leaflet BOUGHT ON CREDIT.
- If you sign a credit agreement in your own home to pay for double glazing, you have a short period of time to cancel the contract.
- You have seven days to cancel any contract, not involving credit, you sign at home during an uninvited visit by a salesperson.
- You have seven working days to cancel a contract for goods ordered by telephone, mail order, internet and fax except for those goods which are made to order.
- Except in the cases above, you have no rights if you simply change your mind.
- Your rights cannot be taken away by anything written into a notice, receipt, contract, warranty or guarantee.
- Fair wear and tear is not a fault.