salisbury glass centre
LIMITED
WINDOWS, DOORS & CONSERVATORIES
Quality workmanship since 1952

Mr & Mrs Kent
40 Stockton
Warminster
Wiltshire
BA12 0SQ

21st September 2023

Lead Ref: 72747R1/JC/cnm (please quote this reference In full on all correspondence)

Dear Mr and Mrs Kent,

We thank you for your most valued enquiry and have pleasure in submitting the following details and price.

To supply and install replacement standard white gloss finish energy efficient double glazed products as specified below.

Alitherm 800 Flush Casement Windows

A rated windows which have an exceptional U Value 1.5 and are constructed using the most up to date glass which helps to reduce both your energy costs and the amount of harmful CO_2 released into the atmosphere. These products can be both double glazed and triple glazed to increase the U value and energy rating if this is required.

This profile has a flat contemporary finish to give that unique look of wood but with the strength and durability of aluminium and is fully tested for air and water penetration and wind load.

The window systems incorporates multi-point locking with key operated white powder-coated handles and anti-jemmy stay mates as standard.

Heritage 47 Steel look alike Doors

This profile has a flat contemporary finish to give that unique look of steel but with the strength and durability of aluminium**.**

Designed for high thermal efficiency using slim line square main profile and is Ideal for listed buildings and replica refurbishment projects.

Solidor Composite Door

The Solidor collection is an outstanding range of laminated timber core doors which combine classic, modern or futuristic styling.

The original ‘hardwood’ core door on the market it is available in a wide range of colours and styles.

Manufactured from fully recycled thermally efficient reinforcing with fully recyclable 48mm timber door sashes all provide you with a long lasting environmentally friendly. Edge banding around the perimeter of the door sash is powder coated to a standard brown when matching wood effect colours and standard white if the door panel is white internally.

The Solidor collection is an outstanding range of laminated timber core doors which combine classic, modern or futuristic styling.

Multi point hook locking and 3 star Ultion door cylinder as standard.

A wide range of modern and traditional hardware is available for most options please see brochure.

Side Lights - A comprehensive range of sidelights to match the doors are available with size limitations so please ask for advice on this option.

Options - Key operated multi point locking is available on most products if you require a designer handle to be fitted to the door.

Security

Our products are all constructed to the manufacturer's guidelines with the most up to date products; all the doors and windows incorporate multi point locking and meet or exceed standard insurance requirements. Other options are available should you want to enhance this further.

Glazing Specification

All double glazed units will be 24mm or 28mm overall with black spacers and insulated Low E glass to meet current building regulations, all in accordance to **BS EN 1279.**
Toughened safety glass will be used in the appropriate areas to meet building control document N. Clear or obscured glass can be chosen from the current standard Pilkington range and can be viewed on our web site in the decorative glass section.

Trickle vents – Please Note Changes to Regulations

As of the 15th June 2022 all replacement Windows and Doors will require trickle ventilation using trickle vents. This already applies to any new work element.

All quotations will now incorporate trickle vents to this effect.

To assist in the prevention of condensation and create restricted air flow trickle vents will be installed in all rooms.

They are normally required for any new build installations such as new build houses or extensions but this is not always the case so please advise if these are required for your project.

The standard colours available are white, black or brown. Other colours are available. Price on application.

Finishing

Salisbury Glass Centre prides itself on the quality of our installation and finishes all replacement products internally with an appropriate uPVC cloaking profile to enhance the window and minimise decoration. We always expect minimal disturbance to the décor when removing the old windows, however due to the nature of the work we cannot guarantee against this happening. Should any remedial work be necessary then Salisbury Glass Centre will undertake this free of any additional charge with exception of paint or wallpaper decoration.

Our standard cloaking profile colours are white, rosewood and oak effect and our mastic colours are white, black and brown any further colours would be extra cost to the quote.

Please be aware that after the installation is complete the products are easily damaged and we require someone be present at the end of the installation to carry out a detailed inspection and sign off the installation.

We strongly recommend that immediately afterwards the products should be protected from possible damage during the completion of any further works.

Insurance Backed Guarantee

At Salisbury Glass Centre we provide all of our replacement window and door customers with the added assurance of an insurance backed guarantee (IBG) this will provide you with the peace of mind that should we cease to trade for any reason you will still be covered for the remainder of the guarantee period. The cover will be supplied by the GGFI and your information will be registered with them when the installation is complete with the documentation arriving a few weeks later. Information on this can be found on the GGFI website at www.ggfi.org.uk.

Please see below a list of products that we would like to make you aware of, should you require any of these please let the salesman concerned know.

Cabin hooks - To assist with the restraining of any opening out door, external brass coated cabin hooks or integral 90 degree stays can be fitted at a price of £18.00 Inc vat per door leaf.

Protective film - Clear protective self-adhesive film 600mm wide and 50m long which can be applied to the products yourself should you wish to do so, this can be left on the windows for a maximum of 30 days at a price of £39 Inc vat per roll.

Glazing - Triple glazing and Acoustic glazing are available in most products if you require extra insulation or sound proofing please advise the salesman concerned.

Survey- This quotation includes a detailed site survey by our own surveyor if you wish have the addition of detailed CAD drawings of the products for approval then an extra cost would apply. Please ask for a quotation for this if it may be required.

Please advise at placement of order if any of the above options are required.

Windows and door as drawn.

Handle colour to be confirmed.

All items to incorporate trickle vents.

The Door is to be a Solidor composite in the design of Beeston GB Stable Door with Clear glass. The door sash will be White externally and White internally, the frame will be White externally and White internally. The door will incorporate a Black lever/lever handle and Hinges, with two internal thumbturns.

French doors to incorporate toughened glass.

- **Salisbury Glass Centre to straight cut brickwork out below existing window and install new french doors, all internal making good by others.**

Complete for the sum of: Including VAT

Solidor Stable door, complete for the sum of: £

Inclusive of VAT @ 20%

Below is the boring but important bit, please read carefully to avoid disappointment or confusion.

At Salisbury Glass we want your order to go smoothly and efficiently, if we don't receive all of the documents and payment, it could slow down your order.

If you wish to proceed and order, please fill in the enclosed order form or use the hyperlink below, sign the window design drawing to confirm that you are happy with the designs (remember these are viewed from outside).

A 20% deposit is required on placement of order, which can be paid by BAC's or by contacting reception.

Orders in excess of £10,000 Including VAT will have a payment plan put in place.

https://www.salisbury-glass.com/order-form

Unfortunately, we are no longer able to accept payment by credit card however we will continue to accept debit card payments as normal.

Please note this quote is valid for 1 month

Drawings - All our drawings are viewed from the outside.

Fensa - On completion of your replacement window or door installation your information will be passed to Fensa who will register the installation with the Local authority, they will forward a certificate on to you after a few weeks and you will need to keep this safe as this will be required should you ever want to move house.

U Values - When specifying U values the lower the number the better.

Energy Ratings - This system is based on the same basis as the energy rating stickers you find on white goods so for example A rated is better than B rated**.**

Trickle Vents - The installation of trickle vents sometimes requires additional section installed to the top of the windows or doors and this is unavoidable.

Handles and Hinges - Not all handles and hinges are interchangeable between the different systems, if you have any concerns over this please visit our showroom or please ask the salesman concerned.

Upvc door handles are available in White, Black, Polished Gold and Silver Chrome.

Upvc window handles are available in White, Black, Polished Gold, Silver Anodized and Chrome.

Upvc Patio door P shaped handles are available in White, Black, Polished Gold, Silver Anodized and Chrome.

Aluminium door and window handles are available in White, Black, Polished Gold, Silver Anodized and Chrome.

Slide 2000 Sliding patio P shaped door handles are available in White, Black and Chrome.

Visoglide Aluminium Sliding patio D shaped door handles are available in White, Black and Silver Anodized.

Ultraglide Aluminium Sliding patio door handles are available in White, Black and Silver Anodized.

Visofold bi-folding door handles are available in White, Black, Polished Gold, Chrome and Silver Anodized. Hinges and internal D-shaped handles are Black as standard.

Lift and slide patio door handles are Silver Anodized.

High Quality marine grade stainless steel, colour matched window and door handles or Monkey tail handles are available for some products at an extra cost, please ask for more details.

Door Thresholds - We will always try to keep your door threshold to a minimum however we have also to consider security and weather tightness, there are low thresholds available around 15mm high available for most products but due to the nature of this type of product we are unable to offer a weather rating on any doors installed with this.

Keys - All doors or door sets come with 3 keys should you require more than one door to be able to be operated with the same key please inform the salesman concerned but be aware these will always come with a total of 3 keys.

Gaskets - All our glazing comes with black low line gaskets.

Colours – Unless specified otherwise all coloured uPVC will come with a woodgrain foil finish and any Aluminium products in a colour other than white will be a Matt finish unless specified otherwise; this reduces the risk of scratches and marks through everyday use.

Scaffolding - Should you have any scaffolding installed for other works it is not possible to install the windows or doors without its removal or adjustment and attempting to do this may result in damage to the products, this must be removed or adjusted before arrival on site and should this not be carried out we would have to re schedule the installation.

Cables - Any cable entering the house through the frame of an existing window or door will need to be re sited before we can remove the old frame, Salisbury Glass Centre Ltd will not

be responsible for the cost of repair should this not be carried out in time and any damage occur.

All business entered into by Salisbury Glass Centre Limited is subject to our standard Terms of Business as amended from time to time, a copy of which is available on request and is published on our website at www.salisbury-glass.com .

Planning

Unless stated in the quotation above, Salisbury Glass Centre ltd is working under the assumption that there are no planning restrictions or building regulations that will be compromised while carrying out the work described in this quotation. It is the householder's responsibility to ensure compliance and if in doubt you should contact your local planning authority before any work is undertaken.

Asbestos

At Salisbury Glass Centre we take your safety and the safety of our staff very seriously, asbestos can be present in many properties built before the year 2000 and was traditionally used as a fire proof material. One of the most common places it's found is in soffit boarding where it can be attached to the top of the windows.

The most commonly used material is asbestos cement board (ACB) that contains a lower asbestos content than asbestos insulating board (AIB). AIB is rarely used as soffit boarding and can only be removed by a licensed asbestos removal contractor whereas ACB can be removed by competent trained people.

During our visit the salesman will identify if there is a possibility that asbestos is present and if it may be affected by the installation of the windows or doors. Should this be the case and we are to be favoured with your order our surveyor will assess the material when carrying out the survey of the windows & doors.

At this survey he will carry out a visual check for the presence of any suspected asbestos and if required we will arrange for a sample to be taken by a specialist asbestos removal contractor (at our cost) for an analysis to determine the exact material content.

If the sample tests result returns as positive for ACB then our staff are fully trained and competent in the removal of windows & doors abutting this material. In the very rare occasion a result is positive for AIB we will then discuss with you the options for removal of the old windows against this material.

In the event that suspected asbestos is revealed during the installation that was not visible at the point of survey then all work will cease until we have carried out the appropriate testing as identified above. Remedial action will be dependent on the type of material found and in rare circumstances it may be necessary for an asbestos removal expert to be employed at the owners cost.

Please note

Brochures on all our standard products are available to view on our web site, **Salisbury-glass.com** please go to the **About us** section on the home page and then select **downloads** to view our entire range of standard products, should you require information on something a bit different please call our showroom to discuss this with a salesman.

Showroom Opening Hours

We have an extensive range of products on show in our display area ranging from bespoke conservatories to coloured windows and doors.
We can also supply glass table tops and shelves with ground edges and we operate a glass cut to size service while you wait.

Opening times,

Monday – Thursday	8.00am – 5.00pm
Friday	8.00am – 4.30pm
Saturday	By Appointment Only

We hope that our quotation meets with your approval and should we be favoured with your esteemed order then you will be dealing with a company with the following credentials.

A family owned company with a personal service.
71 years of continuous unblemished trading.
10 year guarantees that mean what they say.
An after sales service that is second to none.
Product specification to the highest level.
Fully trained motivated and polite installation staff.

Yours sincerely
Salisbury Glass Centre Ltd

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