

To:
Mr J Yates
Flat 5
55 South Terrace
Littlehampton
West Sussex
BN17 5LE
Tel: 07807 230639
Fax:



HORSHAM GLASS & GLAZING LTD.

Estimate

From:
Horsham Glass & Glazing Ltd
35 Queen Street
Horsham
West Sussex
RH13 5AA
Tel (1): 01403 259054
Tel (2): 01403 242344
Fax: 01403 271313

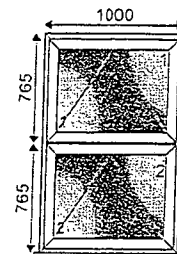
Account: SC/yates Ref: Yates

Date Printed: 04/12/2008

Frame No: 1
Location: Lounge
Group: FS70 Casement - White
Outer: FS70 59mm Small Outer White
Sash: FS70 70mm - T Sash -White
Low Threshold: None
Drainage: Concealed
Reinforcement: Standard Steel (White Windows)

Special Instructions: Fit within the existing box sash frame

Furniture:
Arizona White Espag
Defender Hinge
Maco Shootbolt Mk2
28mm Scotia Bead White
PRE GASKET Low Line
155mm Cill - White



1000 x 1560

1- Basic Frame Size:
1000 x 1530 (excl: Cill etc.)
Viewed Outside

Glass Details		Pane	Qty
4/20/4 Clr Low E SC Argon Super Spacer		1	1
4/20/4 Clr Low E SC Tuff Argon Super Spacer		2	1

Description	Qty	Each	Disc %	Nett
1000x1560 Window (Style 8)	1	372.39	10.01	335.13
1100mm: 155mm Cill - White	1	4.42	9.95	3.98
819x610 4/20/4 Clr Low E SC Argon Super Spacer	1	17.89	10.01	16.10
819x610 4/20/4 Clr Low E SC Tuff Argon Super Spacer	1	26.04	9.98	23.44

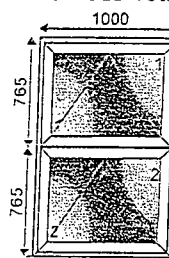
Window Sub-Total Nett: 378.65

Frame No: 2
Location: Lounge
Group: FS70 Casement - White
Outer: FS70 59mm Small Outer White
Sash: FS70 70mm - T Sash -White

Low Threshold: None
Drainage: Concealed
Reinforcement: Standard Steel (White Windows)

Special Instructions: Fit within the existing box sash frame

Furniture:
Arizona White Espag
Defender Hinge
Maco Shootbolt Mk2
28mm Scotia Bead White
PRE GASKET Low Line
155mm Cill - White



1000 x 1560

1- Basic Frame Size:
1000 x 1530 (excl: Cill etc.)
Viewed Outside

Glass Details		Pane	Qty
4/20/4 Clr Low E SC Argon Super Spacer		1	1
4/20/4 Clr Low E SC Tuff Argon Super Spacer		2	1

Description	Qty.	Each	Disc %	Nett
1000x1560 Window (Style 8)	1	372.39	10.01	335.13
1100mm: 155mm Cill - White	1	4.42	9.95	3.98
819x610 4/20/4 Clr Low E SC Argon Super Spacer	1	17.89	10.01	16.10
819x610 4/20/4 Clr Low E SC Tuff Argon Super Spacer	1	26.04	9.98	23.44

Window Sub-Total Nett: 378.65

Frame No: 3

Location: Side Bedroom

Group: FS70 Casement - White

Outer: FS70 59mm Small Outer White

Sash: FS70 70mm - T Sash -White

Low Threshold: None

Drainage: Concealed

Reinforcement: Standard Steel (White Windows)

Special Instructions: Fit within the existing box sash frame

Furniture:

Arizona White Espag

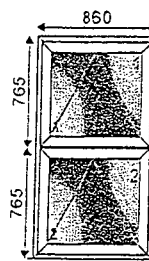
Defender Hinge

Maco Shootbolt Mk2

28mm Scotia Bead White

PRE GASKET Low Line

155mm Cill - White



860 x 1560

1- Basic Frame Size:
860 x 1530 (excl: Cill etc.)
Viewed Outside

Glass Details

4/20/4 Clr Low E SC Argon Super Spacer

Pane

Qty

1

1

4/20/4 Clr Low E SC Argon Super Spacer

2

1

Description

Qty

Each

Disc %

Nett

860x1560 Window (Style 8)

1

357.58

10.02

321.76

950mm: 155mm Cill - White

1

3.86

10.10

3.47

679x610 4/20/4 Clr Low E SC Argon Super Spacer

1

14.83

9.98

13.35

679x610 4/20/4 Clr Low E SC Argon Super Spacer

1

14.83

9.98

13.35

Window Sub-Total Nett: 351.93

Frame No: 4

Location: Bathroom

Group: FS70 Casement - White

Outer: FS70 59mm Small Outer White

Sash: FS70 70mm - T Sash -White

Low Threshold: None

Drainage: Concealed

Reinforcement: Standard Steel (White Windows)

Special Instructions: Fit within the existing box sash frame

Furniture:

Arizona White Espag

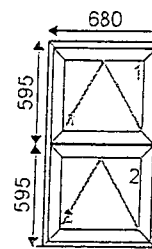
Defender Hinge

Maco Shootbolt Mk2

28mm Scotia Bead White

PRE GASKET Low Line

155mm Cill - White



680 x 1220

1- Basic Frame Size:
680 x 1190 (excl: Cill etc.)
Viewed Outside

Glass Details

4/20/4 Obs Low E SC Argon Super Spacer

Pane

Qty

1

1

4/20/4 Obs Low E SC Argon Super Spacer

2

1

Description

Qty

Each

Disc %

Nett

680x1220 Window (Style 8)

1

341.19

10.02

307.01

780mm: 155mm Cill - White

1

3.14

9.87

2.83

499x440 4/20/4 Obs Low E SC Argon Super Spacer

1

11.13

9.97

10.02

499x440 4/20/4 Obs Low E SC Argon Super Spacer

1

11.13

9.97

10.02

Window Sub-Total Nett: 329.88

Frame No: 5

Location: Bathroom

Group: FS70 Casement - White

Outer: FS70 59mm Small Outer White

Sash: FS70 70mm - T Sash -White

Low Threshold: None

Drainage: Concealed

Reinforcement: Standard Steel (White Windows)

Special Instructions: Fit within the existing box sash frame

Furniture:

Arizona White Espag

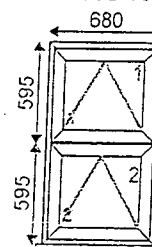
Defender Hinge

Maco Shootbolt Mk2

28mm Scotia Bead White

PRE GASKET Low Line

155mm Cill - White



680 x 1220

1- Basic Frame Size:
680 x 1190 (excl: Cill etc.)
Viewed Outside

Glass Details

4/20/4 Obs Low E SC Argon Super Spacer

Pane

Qty

1

1

4/20/4 Obs Low E SC Argon Super Spacer

2

1

Description

Qty

Each

Disc %

Nett

680x1220 Window (Style 8)

1

341.19

10.02

307.01

780mm: 155mm Cill - White

1

3.14

9.87

2.83

499x440 4/20/4 Obs Low E SC Argon Super Spacer

1

11.13

9.97

10.02

499x440 4/20/4 Obs Low E SC Argon Super Spacer

1

11.13

9.97

10.02

Window Sub-Total Nett: 329.88

Nett Goods: 1,768.99

Frame Confirmation

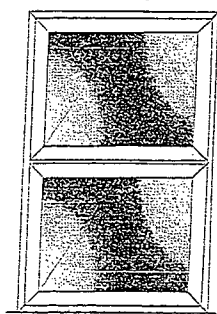
Tel No:
Fax No:

Customer Details

Mr J Yates
Flat 5
55 South Terrace
Littlehampton
West Sussex
BN17 5LE
TEL: 07807 230639
FAX:

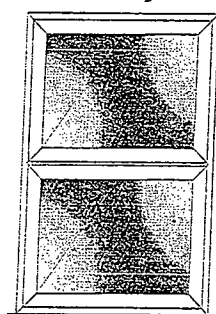
Job No: SHJ04094
Ref: Yates

Lounge



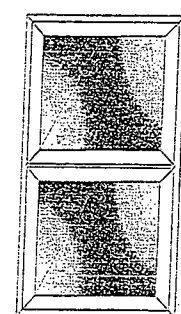
1-1000x1560

Lounge



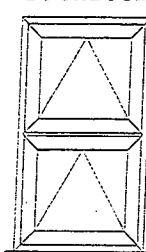
1-1000x1560

Side Bedroom



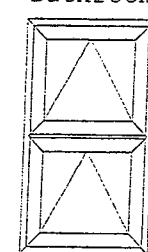
1-860x1560

Bathroom



1-680x1220

Bathroom

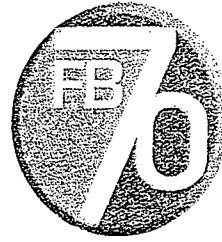
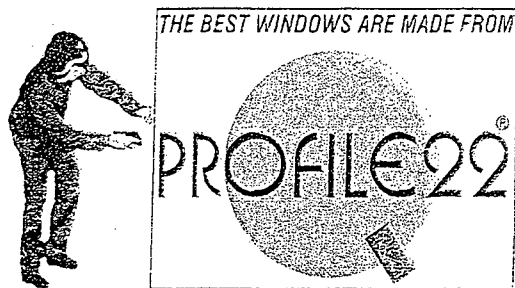


1-680x1220

£435.45 Inc. VAT £435.45 Inc. VAT £404.72 Inc. VAT
Style Desc: Top/Top Style Desc: Top/Top Style Desc: Top/Top

£379.36 Inc. VAT £379.36 Inc. VAT
Style Desc: Top/Top Style Desc: Top/Top

Total job price is £2,034.34 Inc. VAT



70mm Outer Frame With

Energy Rated -A

Internal Beading

Multi-Point Locking

BSI rated security

Easy Clean Facility

Emergency Exit Openers

Fully Sculptured Or Full

Double Bevelled Design

Four Chamber Thermal Break

Thermally Efficient

R.C.M Reinforced

Colourfast PVC-u

Colour Options Gloss White

Rosewood, Golden Oak

Exterior Woodgrain On

Outside/White Gloss Inside



Now Available

'White Woodgrained' Both Sides

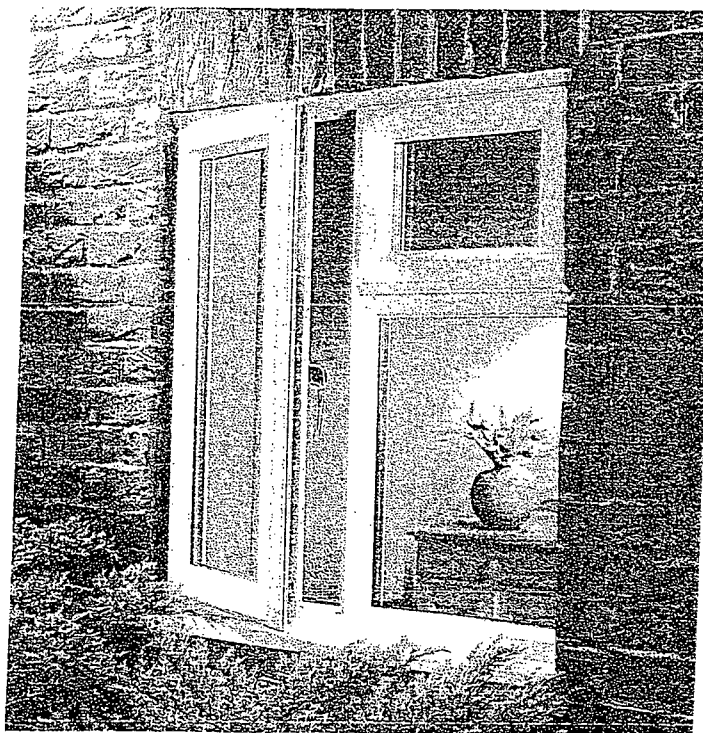
Choice of Handles Colours

Choice of Glass Designs

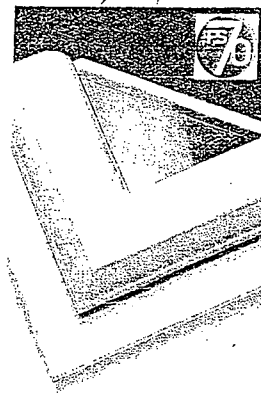
The Beauty of Timber with the durability of PVC-u

FS70 is a new breed of PVC-u window designed and manufactured in the U.K to exceed the government's stringent energy efficiency regulations which most old style PVC-u windows do not meet. FS70 windows and doors are manufactured with an extra thermal break chamber in the frames which significantly improves its thermal energy.

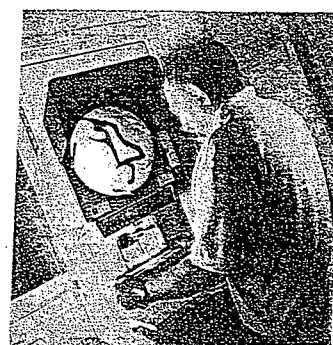
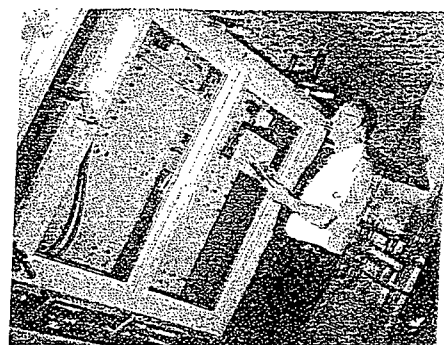
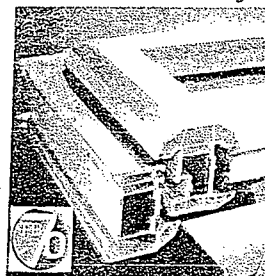
FS70 profile is crafted to replicate the appearance of timber windows. It achieves that using a clever sculptured edge, which not only looks good but has the look and feel of a traditional timber window, even when viewed from a distance away.



Fully Sculptured



Double Bevelled Design



Every Profile 22 window is manufactured to the highest standard using top quality components and is subject to rigorous quality checks throughout its manufacture

Energy Window
 Safford Aluminium Windows Company Limited
 Profile 22 PVC U Casement Window:
 Safford FS70 - A

Energy index (kWh/m²/year)
 0

The climate zone is:
 UK

Thermal Transmittance (U _{frame})	1.4 W/m ² .K
Solar Factor (g _{frame})	0.43 W/m ² .K
Effective Air Leakage (L _{frame})	0.00 W/m ² .K

Reg. No.: 711
www.bifc.org

This label is set to a minimum requirement. It is a voluntary label provided as a customer service to show customers in more informed decisions on the energy performance of building products.

Save Energy

Cut your heating bills

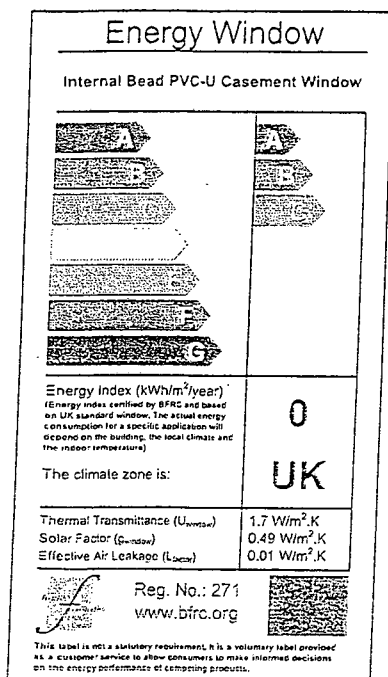
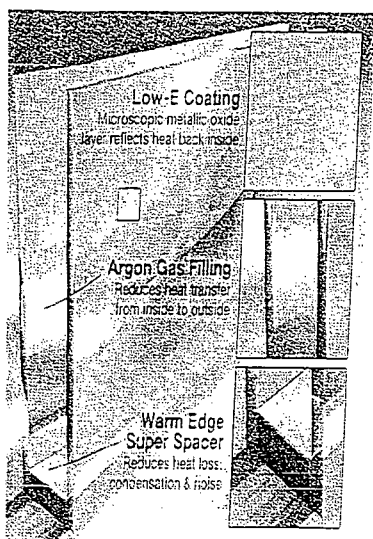
Reduce draughts

Eliminate condensation

Help the environment

'Warm to the touch'

Choice of Ratings

**PILKINGTON****Save Energy, Save Money**

We are all much more energy conscious than a few years ago, and one of the easiest ways to reduce your household use of energy is to fit energy efficient windows and doors. After loft and wall insulation, it's the best way to spend your money to get a return on your investment.

What's the saving?

Since all houses are different, it's impossible to give a figure which will be accurate in all cases. Typically, a 'C' rated window will save you around £20 per year per window when compared to a traditional single-glazed timber window. Goldline windows use special glass, spacer bars and inert gas fills to achieve the savings. See over for more technical information about our energy rated and energy efficient products.

Energy Rated or Energy Efficient?

Some products cannot, as yet, be given an official BFRC energy rating. You can still, however, buy matching sealed units for your doors, tilt and turn windows, patio doors and other non-rated products. This will save you money on running costs when compared to older-style units. Obscured glass is simply glass that has been etched or treated so only light comes thru and visibility is impaired. Used in areas where privacy is desired such as bathrooms, because of the nature of this glass, only 'C' ratings are available.

A Certificate you can Trust

With all Energy Rated windows, you will receive a certificate from Horsham Glass to prove your windows are among the most efficient money can buy. This is something that you can pass on when you move home, increasing the value of your property. All windows also carry a discreet certificate label that proves their manufacture.

Warm-Edge Spacer Technology

Double glazing, is made up of two panes of glass separated by an air space. The air space provides the insulating value by reducing the transfer of heat flow between the inside and outside. The material used to create the air space between the two panes of glass in insulated glass is called the spacer. To reduce heat transfer near the edge of a window, low conductance spacers, or warm-edge spacers, are used. Different technologies exist to keep the edge of the windows warmer, preventing heat loss and reducing condensation around the edges of the window

Insulated glass offers several advantages for new construction and replacement window projects, including:

- Improved condensation resistance
- Better sound control
- Increased wind load resistance
- options to control winter heat loss and summer solar heat gain

ABOUT HORSHAM GLASS & GLAZING LTD

Horsham Glass & Glazing Ltd was formed in 1987 by Paul Hastain and Simon Crisp. We have earned a first rate reputation locally within a very difficult industry, proudly receiving numerous awards over the years. We have seen many local and national companies come and go throughout the years whilst Horsham Glass still remains in business. We are proud of all our employees and I find them to be exceptionally meticulous in their workmanship and only too happy to please, they have years of experience and understanding within our industry to the customer and their requirements and concerns. We employ a full time engineer who has been in this industry some 35 years, he has a wealth of knowledge when it comes to the manufacturing of our products and was one of the key contributors of our systems modifications over the years to stay ahead of the competition today. His role within Horsham Glass & Glazing is to ensure that everything runs professionally and smoothly with your installation with minimal disturbance and fuss.

We appreciate expenditure is a concern, as well as dependability with whom you're dealing with and straightforwardness. We also understand that stretching your budget a little further using what we recommend can be the quickest way to returning your investment. Our products are sourced by enthusiastic and passionate people who have invented advanced looking products from superior materials available, utilising economy saving ideas for our customers and the future!

It can be very difficult price wise to be competitive against other companies especially during the current climate (down turn as known by the trade due to 80% of windows now having been replaced in the U.K) in the window industry. And are now finding companies are undercutting each other to get work hoping this situation will change and the window industry will become buoyant again through the replacement of the replacement.

Buying work in is not the answer and many installation companies have already gone out of business due to this. How do you know what you're getting and if it's a good buy or not? We personally feel it's too late after the event to say "you could have had this or that, it would have looked much better." I'd rather be a little more allowing for every little detail than leave it out. This would certainly make your quotation seem more attractive, but not necessarily give you what you should have or thought you were getting. With Horsham Glass & Glazing our aim is to help you obtain a much quicker return on your investment! Ultimately, knowing that 30 years down the line, through proven independent tests that have been carried out and documented, to what we have also experienced at Horsham Glass, your investment will still look brand new, giving you peace of mind and unrivalled value for money.

We hope this price is within your budget and really value your custom. Everything you and I don't really like about PVCu windows and doors have been looked at, redesigned, altered and improved, for example:

- Eliminating condensation problems: Energy rated windows can reduce this by up to 97%.
- High security BS7950. You should save a further 20% - 25% on your insurance.
- Unique slim sash profile allowing in more natural light
- Fully welded fusion joints.
- All side openers open at 90° and can slide along for easy cleaning eliminating ladders.
- All products trimmed on the inside and outside of your property using PVCu fillets neatly finished and checked for tidiness avoiding unnecessary redecoration by you.
- Works checked by a designated member of staff to make sure you are entirely happy with the overall finish.

We appreciate you are looking at spending a great deal of money with whoever you choose. Horsham Glass & Glazing is a company that not only sell's top branded products at a reasonable price, but also makes sure you receive your full requirements which will become in time a good investment.

TERMS & CONDITIONS

1. Statutory Rights

The terms and conditions of this contract are designed to ensure the completion of contracts to the satisfaction of the customer. No terms or conditions shall affect the statutory rights of the customer.

2. Parties

This agreement is between the company and the customer, the terms of which shall not be changed without written confirmation from both parties.

3. Premises

The purpose of the surveyor's inspection is to ascertain the feasibility of the installation shown on the contract. This is not a general survey of the premises; this inspection will be confined to those areas of the premises which directly relate to the proposed installation. Defects or damage existing before installation or any damage arising thereafter to the premises are not the responsibility of the company unless directly attributable to the work done.

4. Delivery

A. The anticipated delivery date quoted will run from the date of this agreement unless financed by a Building Society, Finance Company, Bank or is the subject of a Home Improvement Loan. In such cases, the period will run from the date that the company receives confirmation of approval of the loan.

B. If the work is not substantially completed within the estimated delivery period stated in this agreement the purchaser may serve written notice on the company requiring the company to complete the work within such reasonable period as the customer may specify. (In general, the company would accept six weeks as being reasonable). If the work is not completed within such period, the customer may cancel the uncompleted work covered by this agreement without penalty to himself by the service of written notice to that effect on the company. We will however honour any legal obligations that arise as a result of failure to complete the works within this period. However, should the customer cause a delay in completing the installation then the company will have the same rights as detailed above.

C. Notwithstanding the foregoing the company shall not be liable for any delay in the completion of the work, which arises from causes beyond its reasonable control unless time had been made the essence of the contract. This condition must be clearly detailed in the written contract.

D. Upon written consent of the notice that the goods are ready for the installation the customer shall afford access to the premises forthwith.

E. Non-acceptance of the installation will render the customer liable for further costs incurred by the company.

F. Horsham Glass & Glazing Ltd shall not be liable for any delay in the completion of the works which arises from causes beyond their control (eg: fire, flooding, civil disturbances, strike action by others, criminal damage and acts of war).

5. Additional

A. The company will endeavour to ensure that the works match existing finishes but will not be liable for non matching of weathering of existing materials and cannot guarantee the matching of external specialist features such as pebble-dashing or similar material. When variations occur in existing plaster lines, the company cannot guarantee that equal sub-frames will be visible all round, but will do its best to ensure a high standard is achieved.

B. The company will make good any damage caused in the course of installation of plaster, floor, rendering, brickwork or painting immediately surrounding any window or door installed, but the company cannot guarantee to avoid causing superficial damage to surrounding wallpaper and paintwork or to avoid damage to ceramic tiles in the same area. The making good of that damage is the customer's responsibility.

C. The company cannot undertake to remove any existing glass, frames or secondary glazing units of guarantee or replace existing secondary double-glazing units without damage.

D. All materials removed during the course of the installation will be cleared from site and cannot be retrieved thereafter. If any materials are required to be retained (note clause D above) this must be duly stated on the contract and will be the responsibility of the customer to arrange such conditions.

6. Payments

A. Any dispute must be notified in writing within seven days of receipt of the invoice. In this event, payment of a maximum of 10% of the invoice may be retained until work is satisfactorily completed.

B. The company has quoted its price on the understanding that the customer will pay the outstanding balance in full when the work is completed to a satisfactory standard. Accordingly, the company rely on the customer to pay the whole of the balance when given notice of completion by way of invoice.

C. The company personnel are authorised to accept cash, cheque or Home Improvement Loan documents in favour of the company on production of a receipted invoice. The customer's failure to pay the balance on satisfactory completion would be a breach of this agreement.

D. VAT will be payable by the purchaser at the appropriate rate, i.e. that in force at the time the invoice for the works is raised.

7. Illustrations

Any illustration in the company's catalogues, literature and documentation are for the customer's guidance only and will not be to scale.

8. Definitions

A. The contractor receiving the order for the supply and fit of the installation shall be called the company.

B. 'Premises' shall mean installation address.

C. The person or persons placing the order shall be the customer.

D. Written notice means prepaid recorded delivery or registered post to the company.

9. Survey

A. This agreement is conditional upon the company's surveyor's approval of the schedule of work following inspection.

B. The company reserve the right to make such modifications to the schedule of works as the surveyor deems necessary (see section 12).

C. If the surveyor's approval is not given for whatever reason or the customer does not accept the proposed modifications, any deposit will be refunded and the contract automatically cancelled.

10. Guarantee

A. The company undertake to replace free of charge any defective PVC-U windows, doors and their component parts including sealed units for the period of their guarantee (plastic 10 year, glass 10 year, fittings 10 year) from the date of completion of the works upon receipt of payment in full, provided that written notice is given within 28 days of the date upon which the discovery of the defect ought reasonably to have been made. Cracked or broken glass or movement of silicon or other sealants used will not be covered. Removal and/or repositioning of the installation by any person other than the company personnel will invalidate that part of the guarantee. The Plastics Window Federation covers only 10 years under insurance.

B. The guarantee does not cover the replacement of damaged or deterioration of the product arising out of normal wear and tear.

11. Cleaning

PVC-U frames including gaskets and cills should be cleaned every two months with warm soapy water (diluted washing up liquid), rinsed and dried to maintain their good looks. Should any stubborn marks appear apply a small amount of PVC-U cleaner on a dampened soft cloth and gently wipe over the affected area, if the mark persists then consult Horsham Glass & Glazing. Do not use any chemical or abrasive cleaners, which could damage your frames. Composite doors must only be cleaned using water.

12. Lubrication

Every 6 months all moving parts should be lightly oiled using a grease or silicon spray lubricant, removing any surplus. Do not use any products such as WD40 as these are penetrating oils used to release seized fixings as this could remove any remaining oil, possibly start corrosion and damage the PVC-U surface if it comes into contact. For security reasons and to limit thermal movement of this product, it is advised that the locking system is fully engaged (activated by throwing the handle up) when the door is in the closed position. Failure to follow this advice may result in reduced security and bowing of the door sash. For optimum security, the locking mechanism should be secured using the key.

13. General Maintenance

Please follow the above guidelines and in addition, should you have a patio door installed ensure that the track regularly has any debris removed. Ensure that the drain holes in all products are kept clear.

14. Insolvency Protection

The customer, on completion of the installation and necessary documentation completed, will have an Insurance Application made on his or her behalf by the company to the Plastics Window Federation.

15. Variations of Contract (V.O.C)

- A. Any variation of this agreement must be in writing and signed by both parties.
- B. A contract with all variations will be required for the customer and each must be signed by the customer.
- C. The estimated period of delivery/installation will run from the date of the contract or from the date when both parties have agreed all variations of contract.

If the order is subject to a Home Improvement Loan defined under current legislation the estimated period of delivery may only run from the date that such loan is approved by the lender.

16. Complaints

- A. In the interest of efficiency, when dealing with any query then written notice of such queries must be given to the company.
- B. The company must be afforded every reasonable opportunity to remedy any complaint for which it may be liable.
- C. In the event of a dispute between a customer and the company, the Plastics Window Federation Arbitration Service will be available to either party on request.

17. Customer Responsibility

The customer is responsible for:

- A. Obtaining any necessary planning, legal or other permissions prior to the installation.
- B. Where necessary the removal or re-siting prior to installation of any pipes and cables and also make any necessary arrangements with the regulatory authorities.
- C. Giving access to all mains services if required for the purpose of fulfilling the contract and obtaining any necessary permission so that the company's workmen may gain access to adjoining properties for the purpose of installing the product.
- D. The cost of any additional work rendered necessary to complete the installation as a result of the failure of the customer or the customer's sub-contractor to comply with the company surveyor's specifications. In the case where a base is installed by the customer or the customer's sub-contractor and where it has been constructed inadequately or incorrectly, the company will not be held responsible for any subsequent loss or damage.
- E. Damage to the product occasioned by the customer or the customer's own sub-contractors carrying out any building works relating to the contract.
- F. Redecoration after installation.
- G. Any necessary alterations to pelmets, blinds or curtains, tracks or poles.
- H. It is also the responsibility of the customer to look after the products. For cleaning etc., please see guidelines, sections 11, 12 and 13.

18. Condensation

- A. The company's double glazed units are designed primarily to reduce heat loss which occurs through single glazing. The presence of condensation is dependent upon the environment within the dwelling. To avoid misunderstanding please refer to the British Standard No.5250, "Code of Basic Data of Buildings: The Control of Condensation in Dwellings".
- B. The company gives no warranty concerning the incidences, prevention or elimination of condensation following the installation of its products. No personnel have authority to give such a warranty.

19. Samples

Samples are intended to demonstrate the working of typical items and the materials to be used. The products, which are the subject of this contract, will be manufactured in the manner the company considers most suitable and such materials of suitable quality as the company considers to be required shall be used in the manufacture and installation of its products. The company may be able to offer a variety of systems to the customer and the onus will be on the customer to ask details and demonstration of which system will be used. Subject to agreed variations all installations will conform to the literature and samples shown to the customer. The Company uses low emissivity (low-e) glass that complies with current building regulations. This has a surface coating, which may under certain lighting conditions appear as a tint or as a haze. Due to the policy of continuous improvement of glass manufacturers and their need to comply with regulations that are from time to time in force, the Company does not undertake that the colour or shade of any glass supplied will match that of glass supplied under previous contracts.

20. Installations

Installation manufacture will be carried out to the specifications laid down in the system supplier's manual and installed in accordance with the Federation's Code of Practice, in accordance with any building regulations and planning permissions.

21. Cancellation (cooling off period)

- A. The customer may cancel the installation without penalty during the cooling off period which shall run for seven days from midnight on the day on which the Contract was signed by the customer (not including Sundays or Bank Holidays).
- B. To avoid misunderstanding any postal cancellations must be recorded delivery or registered post and receipt of postage will be required should there be doubt as to when the contract was cancelled.
- C. Any cancellation must be given by written notice by either party.
- D. Customers paying on credit may have certain limited cancellation rights in addition to those outlined in A. For further information, contact your local Trading Standards Department.

The terms and conditions of this agreement have been drawn up by the Plastics Window Federation in consultation with the Trading Standards Service.