

DOOR TERMS AND CONDITIONS.

PLEASE NOTE ALL GENERAL TERMS AND CONDITIONS WILL APPLY WHEN ORDERING DOORS

Please check your doors before installation. Once your door is fitted it is deemed acceptance of the door quality. Therefore once fitted, regrettably Haldane Fisher will not be able to offer any refund or exchange the door

All doors are designed to last in a building for the lifetime. Doors should be treated like all other items of furniture in the building. The most critical time for any door is during the doors transport, when the doors protective film is removed, when the door is fitted and when the door adjusts to its new environment. Doors must be fitted in accordance to the manufacturer's instructions.

Doors are made from timber a natural material, which is subject to changes in temperature and humidity. We cannot accept liability for natural movement or distortion, warping, swelling or splitting which is caused by exposure to extremes of temperature or humidity, or if the product has not been correctly stored, treated or installed. A warp or distortion of 6mm from the opposite outer edges of a door in either direction shall be deemed to be within the manufacturing tolerances in accordance with BS5277. Timber is a natural product and as such is subject to varying colours and grain patterns. This is beyond our control and while our manufacturers and suppliers do endeavour to colour match each component within each door no guarantee what-so-ever is given that one door will be a colour match to another door. Natural timber while renowned for its decorative grain can be prone to small 'shakes' or splits appearing, this is an unavoidable 'feature of real timber' which is not considered a defect and such 'shakes' should be treated appropriately to the manufacturer's guidelines.

All doors pictured in our catalogues, website and other literature have been pre-finished (stained or varnished) prior to photography and are therefore not an exact representation of the product you may have selected. Variations of the printing process and screen calibrations mean that colours shown may vary slightly from the final product.

YOUR DELIVERY OR COLLECTION

When signing for receipt of your order, "unchecked" will not be accepted and we will accept no liability for any shortage or damage subsequently discovered. Visible damage must be detailed and noted clearly by you at the time of receipt on the Delivery/Receipt Note for any claim to be entertained. Haldane Fisher must be notified immediately by e-mail with appropriate photographic evidence of the damage. The Company accepts no liability if costs are incurred by booking a carpenter before having received and checked all goods. If a joiner/carpenter has been contracted by you to install the goods then they are responsible for checking the goods on your behalf and it is your responsibility to make them aware of this in advance. Please remember that, by fitting or finishing your door or making alterations in any way, you will be deemed to have accepted the goods as supplied. Unfortunately, we cannot replace a faulty or incorrectly supplied door if ANY alterations have been carried out

You will become the owner of the goods you have ordered when they have been paid for and delivered to you. Once you have accepted the goods they will be held at your own risk and we will not be liable for their loss or destruction.

REPORTING FAULTY DOORS

In the event that your goods are faulty, you must contact us by e-mail immediately on receipt of the goods and provide invoice reference numbers with appropriate photographic evidence of the fault. Please confirm the door batch number - this can be located from the top of each door. While every effort is made to supply you with the correct product in perfect condition, on occasion errors are made or a door is not up to standard. It is imperative that you check your doors for any of the following potential faults prior to commencing any alterations: visible damage i.e. scratches, dents or chips, warping or bowing beyond the 6mm tolerance, imperfections on glass (within an acceptable tolerance: see below).

Glass Faults; Any fault within a glass pane or glazed unit which is not visible in normal transmission, in other words without having to look at the glass from unusual angles or which only show up in sunlight are deemed to be acceptable when viewed from a distance of a minimum 3 metres, this conforms to British Standards.

Please remember that, by fitting or finishing your door or making alterations in any way, you will be deemed to have accepted the goods as supplied. In the event that goods have a manufacturing defect requiring replacement or refund our liability will only extend to the replacement value of the faulty goods and we will not be held responsible for any additional costs incurred i.e. fitting, finishing etc. We are not responsible for payment of consequential losses arising from a product failure. Goods to be returned for inspection should be in their original condition within their resealed protective film and palletted and upon receipt and inspection any residual refund owing to you will be made within 30 days.

YOUR RETURNS & REFUNDS

Goods returned will be subject to a restocking charge ruling at date of return. The goods must be returned in their original condition within their protective film and palletted and after inspection any residual refund owing to you will be made within 30 days by the same payment method you used for the initial purchase. We reserve the right to refuse returns for refunds or replacements if the goods are not returned to us in a saleable condition unaltered or removed from the original packaging. Any goods returned must be in a condition suitable for re-sale.

Special order items and non-stock items, products which have been custom-made, modified or are bespoke to your requirements cannot be changed or refunded once we have confirmed the order to you.

YOUR GUARANTEE

Goods supplied by Haldane Fisher are guaranteed against manufacturing defects for twelve months from the date of receipt as long as the conditions of sale have been adhered to. (Please refer to installation, finishing and maintenance). Haldane Fisher shall not be responsible for any incidental work or expenses arising out of or because of any defect in our product. If a product develops a fault within twelve months of purchase it will be replaced/repaired free of charge after proof of purchase has been established. No responsibility however can be accepted if wrongful or incomplete installation was carried out by the customer or their representative.

YOUR DOORS

Haldane Fisher doors are of an engineered construction. It is an established practice for doors to be made from engineered components. This means that a door has a real wood veneer surface over a composite core. This gives the door greater stability and less chance of splitting or warping, and is more environmentally friendly.

INDUSTRY BEST PRACTICE FOR HANDLING AND STORING ON SITE.

Prior to installation doors must be stored flat in their original packaging in a cool, dry, well ventilated environment. They must not be stored in areas that have been recently plastered or where they will come into contact with steam or high humidity. Doors must be installed following the manufacturer's fitting instructions. The doors should remain in their packaging until work on the door commences. Doors should be stained/varnished prior to installation, for best results apply the finish with the door lying on a flat surface. There are six surfaces on a door; all six must be treated to seal a door against changes in the moisture content of the timber.

It is usual for the carpenter to plane the door and make cut outs for locks, hinges etc. These exposed edges and cut outs must be immediately retreated to ensure your door is effectively sealed against moisture ingress.

When finishing pre-glazed doors extra care must be taken to ensure varnish/paint does not come into contact with the glass as it can be difficult to remove at a later stage. Particular care should be taken with sandblasted/etched glass as varnish will damage the appearance of the glass and is virtually impossible to be removed. Some of our doors come with a plastic protective wrap over the glass - this is only for the protection of the glass during the manufacturing process and is not intended for the protection of the glass when finishing your door.

Mortice locks must NOT be positioned at the joints and lock cavities should be kept to a minimum. If the door needs to be reduced in height or width please refer to the manufacturer's installation guide enclosed with your door. If you are unsure please contact us immediately.

Haldane Fisher do not recommend rebating double doors as this may cut beyond the manufacturer's edge lip and expose the core material. Instead it is recommended to fit the doors flush or install a double door rebating strip that we can provide.

EXTERNAL DOORS

Hardwood external doors must be set back from the front face of the building or covered by a canopy or porch way projecting not less than 1.5m to provide protection from the elements.

Before installation the door should be stained and varnished with exterior quality paint or a high build stain. A minimum of two coats of base coat and four coats of a top coat with a light sanding between coats. If you wish to paint your door an exterior quality paint is recommended to be applied to your external door and door frames. Carefully follow the manufacturer's instructions, which generally advise a primer coat, 2 undercoats followed by 2 gloss coats ensuring all edges are coated and sealed to prevent moisture entering the timber.

It should be noted that the use of dark coloured paint or stain finishes on external doors, particularly if located on the south or south west elevations of buildings, will result in high surface temperatures on the door and can increase the risk of distortion, splits, shakes or resin exudation through the finish.

It is most important that both sides and the four edges of the door are completely and fully treated before the door is hung. After it has been hung all cut outs for a letterbox, hinges etc. and any edges that have been trimmed must be fully retreated immediately. It is imperative that the end grain at the bottom of the door is completely protected, as this is where moisture can easily penetrate causing swelling, splitting and warping.

It is important to fit a good quality weather bar to the bottom of every external door.

In extreme exposure conditions it may be necessary to storm proof the panels and glazed units with silicone.

Future maintenance is most important to retain good appearance over many years and we recommend every year washing down the door with warm water and detergent, lightly sanding the surface and applying a new protective topcoat.

INTERNAL DOORS

Mahogany Internal Doors

Before installation the door should be stained with minimum of two stain base coats and three clear top coats with a light sanding between coats.

White Oak, Walnut and Clear Pine Internal Doors

Prefinished doors are supplied factory finished for door protection with a low gloss finish. The door will require on site finishing after fitting for further protection or to meet individual customer requirements for gloss finish.

White Primed Internal Doors

These are supplied with a primer coat ready for finishing. As these are not pre-finished, small scratches and chips exposing the MDF core may occur and should be filled using suitable quality filler before applying your chosen finishing coats. Before installation the door should be finished with a top coat paint. Follow the manufacturer's instructions applying a light sanding between coats.

Fire resisting

Fire resisting doors should not be altered on site. Cutting of glazing apertures on site must not be carried out without the approval of the door Manufacturer.