

Your Timber WINDOWS Ltd aims to:

- Ensure timber windows and doorsets provide excellent quality, performance and durability
- Provide the most rigorous and comprehensive testing of windows and doorsets and their manufacture
- Promote the advantages of fully factory finished and factory double glazed timber windows and factory assembled doorsets
- Encourage proper site practices when installing timber windows and doorsets.

Your Timber WINDOWS Ltd is accredited under the following Schemes which are independently tested and audited to ensure they comply with the Scheme's standards.

### **Fensa Scheme**

Your Timber WINDOWS Ltd is a FENSA registered company (registered no. 33355).

FENSA (the Fenestration Self-Assessment Scheme) is the leading body providing Building Regulations compliance for homeowners replacing windows and doors. Our installations are registered with FENSA on completion and a certificate is issued where applicable. Properties within a conservation area and listed buildings are dealt with under local building control regulations.

Membership of Fensa registration can be viewed at [www.fensa.co.uk](http://www.fensa.co.uk) under membership number 33355.

### **GGFi**

Your Timber Windows Ltd is a member of the GGFi Insurance Backed Guarantee Scheme\* (membership no. N0696).

### **GGFi Deposit Protection Scheme**

Deposits protected under GGFi Insurance\*

### **Provision of Services Regulations**

In accordance with The Provision of Services Regulations 2009, please note the following information:

- Name: Your Timber WINDOWS Ltd
- Legal Form: A limited company registered in London and incorporated in the UK
- Service: Installation of windows and doors
- Registered office address: 207 Regents Street, London, W1B 3HH
- Email: [info@yourtimberwindows.co.uk](mailto:info@yourtimberwindows.co.uk)
- Public registers: Details about the limited company's registration can be viewed at [www.companieshouse.gov.uk](http://www.companieshouse.gov.uk) under reference number 05801788. Membership of GGFi Insurance Backed Guarantee Scheme can be viewed at [www.ggfi.org.uk](http://www.ggfi.org.uk) under the company name.

- VAT number: 882410822
- General terms and conditions: A letter of engagement by our standard terms and conditions will be provided at the start of any contract for works.

- Applicable law: Unless otherwise agreed, English law, within the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.

- Work Guarantees: All timber windows and doors installation works guaranteed for 6 months from date of completion, this covers parts and labour, please see our full guarantee documents for further information. GGFi Insurance Backed Guarantees are also available for our products - please ask for further details including prices. Your statutory rights are not affected by our guarantee.

## Your Timber Windows do things differently

At Your Timber WINDOWS Ltd, we do things a bit differently - no sales guys, no expensive showrooms, just great timber products with honest trade prices. We are a natural wood only company - all our products are made from either engineered pine, meranti, hardwood, European oak or Accoya™. We price ourselves on offering outstanding customer service, a fast turnaround for quotes and a wealth of information to help you choose your perfect windows and doors.

### Complaints Policy

Your Timber WINDOWS Ltd is committed to providing the highest quality windows and/or door installation service to all our customers. However, in the unlikely event we do something wrong we'd be happy to admit fault and immediately rectify any error on our part.

If you have a complaint of any kind, please inform your manager. If you are not happy with the response or the resolution offered, you may contact us notifying that you wish to make a formal complaint with the full details clearly in writing backed with evidence to [info@yourtimberwindows.co.uk](mailto:info@yourtimberwindows.co.uk).

In the event of a failure to reach an agreement within a reasonable time then the disagreement or dispute shall be referred to an Alternative Dispute Resolution (ADR) agreed by the parties.

If such dispute is not resolved within a reasonable time of the dispute being referred to mediation or reconciliation then such dispute or difference may be referred to The Glazing Arbitration Scheme (TGAS) T. 020 7939 9103, or [reconciliation@ggfi.org.uk](mailto:reconciliation@ggfi.org.uk), 40 Rushworth Street, London, SE1 0RB and such a referral shall be deemed to be referred in accordance with the Arbitration Act 1996 and any statutory modifications or re-enactment for the time being in force.

Please request a copy of the Complaint Procedure for further details.

\* GGFfi Terms and Conditions apply.

**E: [info@yourtimberwindows.co.uk](mailto:info@yourtimberwindows.co.uk)**