



**Note: Please carefully review your order along with our terms and conditions to ensure your requirements have been interpreted correctly.**

## Conditions of Aluminium Window & Door Orders

1. All orders must be paid in full before we begin production.
2. Orders will not be processed until full payment is made for the whole order.
3. All windows are made to measure, after you have purchased it there is no exchanges or refunds. Please choose your sizes carefully.
4. All windows and screens cannot be cut down or altered in any way after a purchase has been made. If a mistake has been made, we will need to make a brand new one.
5. Customers agree to pick up the goods within 5 working days after they have received a phone call to pick up. Failure to do so will incur a storage fee of \$20 per day, this is **NON-NEGOTIABLE**.
6. Deliveries are to be received by customers with a minimum of 2 people on site. Delivery times are from 7am – 3pm only. We do not call before delivery; customers are expected to be there on the given delivery day. If a delivery goes out and the customer is not there with a minimum of 2 people to unload, you will be charged another delivery fee to send out again. **If you decide to pick up your windows instead of getting them delivered a refund of the delivery charge will not be given.**
7. Unless otherwise stated, Trademaster does not warrant that glass supplied in our windows and doors conforms with standards AS 1288-2021.
8. We refer to measurements in 2 ways, there is a **“Window Size”** and **“Timber Stud Size”**. For example: a 600 high x 610 wide is a Window Size, if we add timber reveals on it, the overall size will change to 640 high x 650 wide. You must make it clear if your measurements are “Window Size” or “Timber Stud Size”.
9. Payment can be made by Cash, Card (1.1% Surcharge when selecting credit only) or Bank Transfer. **Payment must be made before we begin production.**