



OpenSquare Glazing + Design

Email your enquiry to
mark@opensquareglazing.com



The enquiry will be acknowledged. One of the estimators will compile a quote and return via email.



If you have any changes/amendments, email back to the same email you received the quote and also cc chris@opensquareglazing.com or call us on 07724 376479

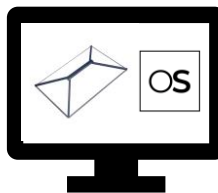
The estimator will check everything and send you an Order Confirmation via email together with the **DEPOSIT PROFORMA INVOICE** if required as per your account terms.



Once you are happy to proceed, sign the quotation alongside the acknowledgement of our terms and conditions and send it back to mark@opensquareglazing.com and cc the estimator in-charge.



When the deposit is paid, the project is handed over to the design team who will issue the first set of drawings within 20 to 30 working days.



Along with the first issue of drawings, we will issue a pre-survey questionnaire together with the **PRE MANUFACTURE PROFORMA INVOICE** as per your account terms in preparation for the final drawing approval. Please note that the approval of drawings is dependent on the project size. For comments, we allow 5-10 working days.

Final **APPROVAL** of drawings/pre manufacture invoice payment

Note: *Manufacture will only commence when the payment is made*



On return of your comments/ approval please notify us out of the 3 options below:



■ Site is not ready to be surveyed – in this case, advise us a date for measure when site is ready.

■ Site is ready for survey – complete and return the pre-survey questionnaire and we will book in survey within 5 – 10 working days.

■ No site survey required – in this case, you are supplying and approving the dimensions and design intent of OpenSquare drawings and the full responsibility is upon you.

Variations:

All variations will be initially agreed during the design/install process and will only be actioned upon full approval of design and cost from the client in writing

MANUFACTURING TIME STARTS from the date the payment is received and are confirmed by OSG&D once processed in the factory. Below are our standard lead times:

- Minimal Sliding Doors – 5-6 Weeks
- Aluminium casement windows/doors – 5-6 Weeks
- Aluminium roof lights – 6 - 8 weeks
- Structural glazing – 10 to 12 weeks
- Balustrade – 8 weeks
- Steel framed windows/doors – 12 weeks

Special Finishes, non standard colour, anodised – approx 4 weeks additional on the lead times above



Following approval of drawings, the project manager will confirm the logistics and send **PRE INSTALLATION PROFORMA INVOICE** as per your account terms – this invoice will be due in 7 working days prior to your installation date

Note: *Installation will only commence when the payment is made*



Site installation starts, **COMPLETION PROFORMA INVOICE** issue upon commencing installation.



Inspection and Handover completed. **COMPLETION PAYMENT TO BE CLEARED.**



Installation complete (All products installed)



Warranty certificate issue.



Snagging completed



After sales:

If you require anything after your job has been completed, please kindly email mark@opensquareglazing.com Always quote your job number and a description of the issue. We will require videos and pictures so that we can clearly identify the issues, which will help us resolve the matter much more quickly and efficiently