

YOUR JOURNEY WITH WINDOW WAREHOUSE



EMAIL YOUR ENQUIRY

Email your enquiry to info@window-warehouse.co.uk and if a delivery is required, details must be included at this stage so your enquiry can be quoted correctly.

ESTIMATORS WILL COMPILE A QUOTE

Our estimators will compile a quote and return via email.



AMENDMENTS

If you have any changes or amendments, email back to the same email you received the quote from. We will then send a revised quote for your approval.

QUOTE CONFIRMATION

Once you are happy to proceed, this is where you double check your measurements against our paperwork and send it back to the same email you received the quote from along with your deposit. Please note any amendments following receipt of your order confirmation maybe subject to additional costs and extended lead times.



ESTIMATED COMPLETION DATE

Processing will double check everything and send you an order confirmation with an estimated delivery date together with glass sizes if your job is unglazed.

DELIVERY



Our production coordinators will contact you the day before your delivery is due to confirm the address and collect any remaining balances, if applicable. Please also make them aware of any site requirements. Please note delays in payments may delay delivery.

COLLECTION



Once your job is ready, call **02392 327744** to arrange a collection date so that our production team can arrange paperwork and goods ready for collection. Payment can be made on the same day as collection.



ACCEPTANCE OF GOODS

When you have received your goods please take the time to check and inspect them.

Aftersales

If you require anything after your job has been delivered please kindly email customerservices@window-warehouse.co.uk, 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. Please refer to our terms and conditions for full details.