



# National Federation of Glaziers

## *Excellence and Integrity in Glazing*

### ***A BRIEF GUIDE TO BUYING WINDOWS AND DOORS***

***Please read carefully - this guide may save you much time and expense!***

When purchasing windows and/or doors there are 4 areas to consider to achieve the best value for money:

- 1. Quality of product***
- 2. Installation criteria***
- 3. Guarantee***
- 4. Price***

***1.*** There are a confusing number of British Standards covering all, or part of a product (Our "Guide to British Standards" is available from one of our Members, or directly from us).

***B.S. 7412***, which covers the entire window is the most important, and should be asked for, ***with a certificate number***, otherwise you have no idea what quality you are being offered.

***Fully re-inforced frames*** are used to prevent possible distortion during the lifetime of the window/door, and should be used.

***If security*** is a major consideration, ask about high-security locking systems; windows may be internally or externally glazed, there is no difference in the security level in this respect, provided security tape is used on externally glazed frames, and the opening sashes may be slimmer, which you may prefer.

***2.*** Installers are engaged either on a sub-contract (piece rate) basis or a may work exclusively for the company quoting you.

***There are considerable advantages in buying from a company who uses their own (not sub-contracted) workforce.***

***3.*** It is important that you obtain a detailed quotation and are offered a ***guarantee, which has insurance underwriting in the event of the company ceasing to trade.***

(We are frequently contacted by consumers regarding worthless guarantee we don't want to hear from you in that situation - any size company for a variety of reasons can cease to trade).

***4.*** You can pay too much or too little for anything, of course, but ***our advice is that you should never buy from companies who initially offer a high price. and then offer discounts on the first visit.***

High pressure" tactics are not permitted from any member of the Federation. Check all details before entering into a contract, do not rely upon verbal assurances from representatives.

***If you have an questions and need impartial advice, please contact us***