



National Federation of Glaziers

Excellence and Integrity in Glazing

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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 5 areas to consider to achieve the best value for money:

1. Quality of product
2. Installation criteria
3. Guarantee
4. Building Regulations
5. Price
6. Contract Payments.

1. A myriad of British Standards may apply fully or partially to a product. Fully reinforced frames are essential to prevent distortion and provide structural stability to the windows and doors throughout the conservatory's lifespan. They should be standard for all projects. If security is a priority, high-security locking systems on doors and windows are a must.

2. Installers may work as subcontractors or exclusively for the quoting company. It's crucial to understand their payment structure, whether it's piece rates (per window/door) or hourly/daily wages.

3. A detailed quotation and a guarantee **backed by an insurance company** are vital in case the company goes out of business. We often hear from consumers about worthless guarantees, and we don't want that for you - companies of any size can fail for various reasons.

4. Since April 2002, obtaining a Building Regulations Certificate of Compliance for new or replacement windows has been a legal requirement. Installers registered with a Competent Person Scheme (such as CERTASS, FENSA, ASSURE, etc.) will secure a Building Regulations Certificate for you from the scheme they belong to. The Competent Person Scheme is government-endorsed and ensures installers are qualified to meet Building Regulations.

Should you install the windows yourself or employ someone not registered with a Competent Person Scheme, you must acquire a Building Regulations Certificate of Compliance from a Building Control Body, typically the Local Authority Building Control. You must submit a building notice before starting the work. After completion, a Building Control Officer will review your installation. If the inspection is passed, the Building Control Body will issue your Building Regulations Certificate of Compliance.

5. While it's possible to overpay or underpay for anything, **we recommend avoiding companies that offer a high initial price followed by discounts on the first visit. Federation members are prohibited from using "high pressure" sales tactics.** Always verify details before signing a contract and do not depend solely on verbal promises from sales representatives.

6. For custom windows and doors, stage payments are standard. It's essential to safeguard any advance payments against the company's potential financial issues, including insolvency. Federation members must follow our Commitment to Good Practice, which mandates that deposits should not fund the company's regular business operations. Additionally, we provide a Contract Deposit Guarantee Scheme to safeguard any upfront payments made by a member.

Check all details before entering into a contract, do not rely upon verbal assurances and agreements. If you have any questions and need impartial advice, please contact us.

The National Federation of Glaziers Ltd is a company limited by guarantee

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