

## SUNSHIELD WINDOW FILM LTD

### PAYMENT TERMS & CONDITIONS – RESIDENTIAL CLIENT (UK)

#### Registered Business Details:

Sunshield Window Film Ltd  
Company Number: 15790172  
VAT Number: 498 4226 47  
Unit 11, Oaklands Industrial Estate  
Lower Road  
Hednesford  
WS12 2UZ  
United Kingdom  
Email: [hello@sunshieldwindowfilm.co.uk](mailto:hello@sunshieldwindowfilm.co.uk)  
Telephone: 01543 765239

#### 1. Definitions

1.1 “Company” refers to Sunshield Window Film Ltd, Company Number 15790172, VAT Number 498 4226 47, Unit 11 Oaklands Industrial Estate, Lower Road, Hednesford, WS12 2UZ, Email:

[hello@sunshieldwindowfilm.co.uk](mailto:hello@sunshieldwindowfilm.co.uk), Telephone: 01543 765239.

1.2 “Client” refers to the residential customer purchasing goods and/or services.

1.3 “Works” refers to the supply and installation of window film as described in the quotation.

#### 2. Quotations & Pricing

2.1 All quotations are valid for 30 days from the date issued unless stated otherwise.

2.2 Pricing is based on information available at the time of quotation. Changes to film type, access, measurements, or site conditions may result in revised pricing.

2.3 Prices include materials and labour unless stated.

2.4 All prices are inclusive of VAT, unless specified.

#### 3. Deposit, Booking Fee & Custom-Cut Products

3.1 A [25–50%] deposit is required to confirm the booking and secure materials.

3.2 No materials will be ordered and no installation date confirmed until the deposit has been received.

3.3 Deposits and booking fees are payable by bank transfer, credit card, or other agreed methods.

3.4 A booking fee is required to begin cutting materials to the Client’s specified measurements. This fee authorises the Company to allocate stock and commence preparation of the order and becomes non-refundable once cutting has begun.

3.5 Once materials have been cut, modified, or customised to the Client’s requested dimensions, the product is considered bespoke and is non-returnable and cannot be cancelled or refunded, except where required under UK consumer law.

#### 4. Balance Payment

4.1 The remaining balance is due immediately upon completion of the Works.

4.2 Full payment must be made within 7 days of the invoice date.

4.3 The Company reserves the right to withhold warranty documents or certification until payment is received in full.

4.4 Bespoke Order Cancellation Payment:

4.4.1 Where a bespoke or custom-cut order is cancelled after cutting or preparation has commenced, the total contract amount remains payable in full.

4.4.2 Payment must be made within 5 days of the cancellation date and/or the invoice date, whichever is sooner.

4.4.3 Nothing in this clause affects the Client's statutory rights under UK consumer law.

## 5. Late Payment

5.1 Outstanding balances may incur:

- Statutory interest at 8% above the Bank of England base rate, and/or
- Reasonable debt recovery costs, in line with UK legislation.

5.2 The Company may suspend further work or services until overdue amounts are settled.

## 6. Cancellations & Rescheduling (Installation Date)

6.1 Rescheduling may be requested at least 7 business days prior to the installation date and is subject to availability. Rescheduling will be permitted a maximum of two (2) times. After the second rescheduling request, the total contract value becomes immediately due and payable in full, regardless of whether the installation has taken place.

6.2 Cancellations within 48 hours of the scheduled date will incur additional charges for labour allocation and lost time to the sum of £100.00 per hour per lost day.

6.3 If access is not available on arrival, a call-out or return visit fee may apply.

6.3.4 Cancellations requiring a re-booking of the installation date will be subject to an additional booking fee being chargeable.

## 7. Access & Site Requirements

7.1 The Client must provide safe and unobstructed access to all glazing areas.

7.2 Windows must be cleared of blinds, curtains, furniture, and obstacles prior to installation unless agreed in writing.

7.3 Additional charges may apply for delays caused by site readiness, restricted access, or required return visits.

7.4 For full details Please see "Sunshield window film-Conditions\_scope\_of\_Work"

## 8. Variations & Additional Work

8.1 Any variation requested by the Client must be agreed in writing.

8.2 Additional work will be invoiced separately and payable under the same payment terms.

## 9. Product & Warranty

9.1 Manufacturer warranties apply only once full payment has been received.

9.2 Warranty excludes damage caused by misuse, impact, scratching, or non-approved cleaning products.

9.3 Full warranty terms will be supplied upon completion.

## 10. Ownership & Risk

10.1 All materials remain the property of the Company until paid in full.

10.2 Risk transfers to the Client upon completion of the Works.

## 11. Governing Law

These Terms & Conditions are governed by the laws of England and Wales, and any disputes shall be subject to the exclusive jurisdiction of its courts.

## 12. Cooling-Off Rights (Remote & Off-Premises Contracts)

12.1 Where the Client enters into the contract remotely or off-premises, the Client may have a statutory right to cancel the contract within 14 days without giving any reason, in accordance with the Consumer Contracts Regulations 2013.

12.2 The cooling-off period will expire 14 days after the day the contract is formed.

12.3 To exercise the right to cancel, the Client must notify the Company in writing by email or post.

12.4 Bespoke or custom-cut products are exempt from the cooling-off right once cutting or preparation has begun.

12.5 If the Client requests work to begin within the cooling-off period, the Client agrees to pay for any work or costs incurred.

12.6 If the Works have been completed within the cooling-off period, the right to cancel is lost.

12.7 Any refunds due will be processed within 14 days.

12.8 Nothing in this section affects statutory rights.

## SCHEDULE A – MODEL CANCELLATION FORM

(Only complete and return this form if you wish to cancel the contract under your statutory cooling-off rights)

To:

Sunshield Window Film Ltd  
Unit 11, Oaklands Industrial Estate  
Lower Road  
Hednesford  
WS12 2UZ  
United Kingdom  
Email: [hello@sunshieldwindowfilm.co.uk](mailto:hello@sunshieldwindowfilm.co.uk)  
Telephone: 01543 765239

I hereby give notice that I wish to cancel my contract for the supply of goods and/or services as detailed below:

Client Name: \_\_\_\_\_

Client Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Date Contract Accepted: \_\_\_\_\_

Reference/Quotation Number (if applicable): \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(Signature only required if submitting on paper)