

Stair glass important notes & terms

LEAD TIMES

Our lead times for stair glass will depend on whether we are carrying out a refurbishment or only supplying and fitting glass infill panels:

5b) Stair glass infills:

Glass infills usually take around 3-4 weeks from measure, acceptance of the quote, confirmation of design and payment of the deposit to installation

Staircase refurbishments:

1st STAGE - Ordering of parts, following deposit payment (1-2 weeks)

2nd STAGE - Initial part of the install (first fix), this usually involves removing existing railings & spindles (if required), carrying out any woodwork and hardware being fitted - then taking glass sizes (1-2 weeks)

FINAL STAGE of install, to install glass and remaining/all parts (2-3 weeks)

Total time from deposit payment to completion - approximately 5-7 weeks.

**Please note*, during the second stage visit we do not fit temporary infill panels. This means you will be left with open spaces between your posts and below your railings. Please let us know if you would like temporary infills put in place, if so this can be arranged (at an extra cost).*

DELAYS

All the lead times and dates we offer are provisional and subject to change due to unforeseen circumstances. Such as manufacturing delays, quality control, staff shortages or breakages etc.

PAYMENT

We ask for a £50 survey deposit (this comes off the final bill). Then following the survey & final quote we request a 50% deposit, with the remaining 50% balance due on completion.

HARDWARE

Full parts list can be provided for approval should you wish to proceed

DECORATING

Decorating is not usually included in our quotes (this can be arranged at an extra cost). Our oak stair parts come pre-sanded, unfinished. They can be finished by painting, waxing or varnishing. Any softwood (new posts etc) we install will come unfinished and will need to be filled, sanded and painted.

ENGINEERED OAK

Our oak stair parts are constructed of solid engineered oak consisting of multiple pieces bonded together. This creates a superior end product that is stronger and will not bend or warp over time. As an engineered product the handrails and baserails have visible joints and some colour variations may occur.

ACCEPTABLE GLASS DEFECTS

All glass, when fabricated, may have hairline scratches, marks or other imperfections noticeable at close range. "Acceptable defects" are those that are not visible when the glass is viewed in a vertical position from 3m under normal lighting. We cannot be held responsible for any damage occurring after the installation. Please report any damage within 3 days.

GUARANTEE

Our guarantee is 12 months for the installation and 5 years for the product. This does not include damage or breakage following installation, general wear and tear or any issues caused due to lack of maintenance. Maintenance includes replacing silicone if it comes loose leaving gaps for water ingress.

CLEANING AND CARE

Glass infills can be cleaned using glass or surface cleaner and a cloth or tissue. No abrasive cleaners should be used. Any oak or softwood parts will need to be maintained by painting/oiling/ varnishing etc.