

## WSW Ordering Process

Thank you for confirming that you would like to proceed with our quotation for works at your property. This document will outline the steps in the process from now to completion. The process will be split in to three stages, these are:

- Pre-Order
- Manufacture
- Installation

### Pre-Order

The pre-order process will be handled by Steph in our sales team. The first step will be for Steph to create an Order Confirmation document, this is your contract with us and it specifies all the details of the order, from design to ironmongery to paint finish. We make sure that you are 100% satisfied with this document before we send it out to you to be electronically signed.

Once the Order Confirmation is electronically signed, we will request a deposit payment from you. This payment can be made by bank transfer or by credit/debit card.

When payment is received, we will arrange for a second site survey to confirm the manufacturing dimensions of your new joinery. For some orders this is not necessary, therefore we will let you know if a site survey is required.

As soon as the site survey has been completed, Steph will pass your order on to Matthew in the manufacture team.

### Manufacture

Matthew will gather the information from the second survey and prepare your order for manufacture. He will pass the order to Trevor at our workshop in East Sussex who will begin manufacturing the joinery for your order.

Shortly after the joinery for your order goes in to production, Matthew will provide you with a date when the joinery will be ready for installation. With this email, Matthew will also send you an invoice for the second payment required prior to works being carried out. This invoice can be paid at any time between you receiving it and the joinery being ready for

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installation. Once payment is received, your order will be allocated to one of our installation teams who will contact you to book the work in. If you want to book a date for installation as soon as possible, then payment will need to be made as soon as possible. If you are more flexible with your timings, then you can wait until the joinery is ready to make payment and the installers will book work in then.

### Installation

When the day of installation comes, our installation team will start by collecting all of the materials for your order from our warehouse in South East London. They will then make their way to your property. As they need to load up on the first day, they may arrive between 8am and 10am on the first day, they will keep you updated regarding their arrival time.

It is not necessary for you to be present throughout the installation if you are not able to be there. We do request that an authorised person is present for completion of the works, so that our installers can run through the work carried out and answer any questions you may have.

The day after our installers have completed the installation, you will receive a phone call from Nathan, our Operations Director. He will call to confirm that you are happy with the work that has been carried out.

On the last working day of the month, you will receive a copy of your guarantee certificate from Wandsworth Sash Windows, your installation will then be registered with QANW, our insurance backed guarantee provider and they will send you a policy document shortly after this. If the works carried out require notification under building regulations, this will be done on the last working day of the month in which your installation is carried out, you will then receive a certificate within 14 days.