



Important Terms and Conditions of Trade

We think that you are likely to consider the following clauses from our Terms and Conditions of Trade at [Terms and Conditions of Trade 13 pages.pdf](#) the most important. By relying on this summary, you acknowledge and agree that this section is NOT a comprehensive summary of the terms, should NOT be solely relied upon, and does NOT reduce your obligation to read and agree to the Terms and Conditions of Trade in their entirety before doing business with us.

Capitalised terms in this section are defined in the Terms and Conditions of Trade at [Terms and Conditions of Trade 13 pages.pdf](#)

- Unless RWD lets the Customer know otherwise, RWD's standard terms are the initial payment of a 33% deposit of the full order amount with the balance payable on completion.
- Manufacture of the Goods will not commence until the deposit is paid and all required documentation has been signed and returned by the Customer. It is the Customer's responsibility to ensure that all supplied Factory Drawings are correct. If changes are required after RWD receives Factory Drawings, extra charges may apply.
- If the Customer cancels its order, the Customer will need to pay us for the cost of goods, labour, and material up to when it terminates (**Expense Amount**). An administration charge equal to 10% of the Expense Amount will apply on any cancellation based upon the contract amount.
- The Goods must be sealed on all surfaces within 48 hours of being delivered. If a full sealcoat is not applied within this time, the warranty for those Goods will be deemed void.
- All Goods are covered by a 7 year limited warranty.
- Natural variations in grain patterns, colours, and sap stain are not considered defects.
- No allowance has been made for energy efficient glazing unless noted please check the energy efficiency report and advise RWD.
- Lead times may vary between the time of quotation and the order date at our discretion.
- RWD accepts no liability for products that have been poorly installed, unsealed and that are out of square / plumb, not structurally supported, or fixed in place incorrectly. A call out fee will be charged at our hourly rate if joinery is found to have been not followed the Care & Maintenance Instructions.
- RWD will only deliver goods to a designated delivery point within the safety limits for the delivery vehicle.
- Sliding or Bi-folding doors may be delivered with the doors removed and frames flat-packed. The Customer must arrange for the assembly of frames and re-installation of doors.
- All Goods (including any supplied loose hardware) must be inspected and checked for quantity & quality by the Customer and a delivery docket signed and dated.
- The Customer shall notify RWD in writing of any defects with the product within the (7) day notification period.