

Red Rose Windscreens Ltd | Terms & Conditions of Service

Red Rose Windscreens Limited may also be referred to as 'RRW' throughout these terms & conditions of service.

1. None-Account / Private customers are required to pay for the work in advance of it being undertaken.
2. None-Account / Private customers can pay via BACS Transfer, Card Payment or Cash paid at our depot. RRW cannot accept cheque payments.
3. Payment required for account customers within 30 days of invoice date, unless otherwise specified / agreed.
4. Payment as per invoice which accompanies goods and / or services.
5. Customers with balances owing outside of terms specified / agreed will be subject to attempts to chase payment of these balances as specified in Red Rose Windscreens Ltd's 'Debt Collection Policy'.
6. Red Rose Windscreens Ltd may alter or terminate credit terms without notice if required. Any such changes will be put in writing.
7. We reserve our statutory right to claim interest (at 8% + BoE base rate) and compensation for debt recovery costs under the Late Payment legislation, should any invoice(s) / balance remain unpaid beyond their due date. Full details of these potential charges can be found in our 'Debt Collection Policy'.
8. Non-payment of invoice(s) may result in debts being passed to debt collection agencies and be subject to surcharges to cover costs incurred in obtaining settlements.
9. Red Rose Windscreens Ltd reserves the right to take legal action against debtors, in order to attempt to obtain balances owed to Red Rose Windscreens Ltd and may seek to have any costs incurred, payable by the debtor also.
10. All goods supplied by Red Rose Windscreens Ltd – unless on a supply only basis - remains their property until payment has been made in full. Red Rose Windscreens Ltd retain the right to impair their goods in situ and / or reclaim them, should either of these actions be deemed required.
11. Red Rose Windscreens Ltd does not disconnect any cameras or sensors during work and as such, does not offer calibration of cameras or sensors. If you wish to have this done, we recommend the use of a main dealer or their approved contractors, but accept no liability for the costs incurred for this.
12. If a bonded installation has taken place to a vehicle, please refrain from washing the vehicle or tilting the cab (*if applicable*) for at least 48 hours after the work.
13. No guarantee is offered with respect to the cosmetic appearance of stone chip repairs. Upon completion, some damage may still be visible, this is normal and no cause for alarm. The aim of the repair is to contain the damage and restore the structural integrity of the windscreen and thus minimise the potential need for a full windscreen replacement.
14. Red Rose Windscreens Ltd offers no guarantee(s) for any work a customer instructs us to complete, if they have supplied their own glass and / or parts.
15. Removal of a piece of vehicle glass (*often carried out amid a 'remove & re-fit' job*) carries an inherent risk of breakage to the glass due to the stresses placed on it. In such a situation, RRW is unable to accept any liability for the breakage or complimentary sourcing of a new piece of glass for a customer who instructs us to attempt this work on their vehicle and the costs of this would need to be borne by the customer.
16. Red Rose Windscreens Ltd cannot guarantee any glass that, following being worked on by us, is subject to after-market alterations, E.G Window Tinting.
17. Red Rose Windscreens Ltd may need to utilise the use of sub-contractors to undertake all jobs requested of them, particularly if in areas of the country we do not usually operate in, though we will still ensure any such work is guaranteed by ourselves.
18. In instances of vehicle windows being smashed and bits of glass entering a vehicle, Red Rose Windscreens Ltd places a high importance on ensuring all pieces of glass / dangerous foreign objects are safely removed. However, there remains a chance that pieces of glass, etc will remain in the vehicle after our work and we would urge caution regarding this and ask customers to carefully and safely remove anything they may find.
19. We try not to move / touch any personal effects in a customer's vehicle, however, depending on the location / nature of the work and / or cleaning up of glass, there are times this may be unavoidable, though we'll seek to take the best care of any items that require moving.
20. Red Rose Windscreens Ltd may use images / videos which include customer's vehicles to showcase and promote our work and services for marketing purposes. Please notify Red Rose Windscreens Ltd in writing if you do not wish for this to occur.
21. Customers who leave their vehicle / request their vehicle is left on the outdoor car park of Red Rose Windscreens Ltd may do so entirely at their own risk. Red Rose Windscreens Ltd will not be liable should any of the following happen to a customer's property: -
 - Damage (accidental or deliberate) or theft of any vehicle, trailer, or any other item left on the forecourt caused by any party.
 - Damage (accidental or deliberate) or theft of any tools, equipment, or other items which are inside any vehicle, trailer or any other item.
 - Should any vehicle, trailer or any other item be rendered disabled / immobile, the owner / custodian will arrange for and (if required) pay for its removal from the forecourt as soon as possible.
22. Vehicles must be collected the same day unless agreed otherwise. If left, RRW may have to store the vehicle outside or on nearby street (*where street parking is permissible*). RRW will again accept no risk associated with this, nor be liable should any of the points listed in point 21 occur to the vehicle, nor any issues / costs arising from a vehicle being removed by the authorities or 3rd parties, due to not having any tax, insurance or valid MOT, etc.
23. In the event of any issues / defects with work carried out by Red Rose Windscreens Ltd, customers are asked to contact us as soon as possible in order to arrange a remedy for the issue. Please do not have any other parties attempt to remedy any issues / defects in the first instance, as this will jeopardise any guarantee of our work.
24. We may need to remove child seat(s) if they obstruct access. To ensure secure reinstallation, we kindly ask that you re-install them yourself, as child seats vary in installation methods. Please check they are properly secured before use.

Payment Details:

BACS:- Account No: 2 3 2 2 4 5 8 9 Sort Code: 2 0 - 6 9 - 8 5 Name: Red Rose Windscreens Limited Bank: Barclays
Cheques (for account customers only):- Please make it payable to 'Red Rose Windscreens Limited'
Card Payments:- Card payments can be taken over phone or in person. Cash:- Cash payments can be made in person.

Contact Us

Tel:- 01772-629-240

Email:- Account Matters: - finance@redrosewindscreens.co.uk
All Other Queries: - info@redrosewindscreens.co.uk

Writing:- Red Rose Windscreens Ltd, Unit 1, Club Street,
Bamber Bridge, Preston, Lancs, PR5 6FN



Whatsapp:-

Red Rose Windscreens'
Whatsapp Business
Account is available.

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