



SHERRIF
STAINED & LEADED GLASS SPECIALISTS
EST. 1995

TERMS & CONDITIONS

OF SALE, SUPPLY & INSTALLATION

Effective from August 2026

These Terms & Conditions apply to the supply of goods and services by **Lead Windows Ltd trading as Sherriff Stained Glass Specialists**. They should be read together with the Company's quotation, order confirmation, specification, drawings (where applicable) and written guarantee.

Important consumer information: Nothing in these Terms & Conditions is intended to exclude, restrict or reduce statutory rights which cannot lawfully be excluded or restricted.

PART A - GENERAL TERMS

1. DEFINITIONS

1.1 In these Terms & Conditions:

"Company", "we", "us" or "our" means Lead Windows Ltd trading as Sherriff Stained Glass Specialists.

"Customer", "you" or "your" means the individual, company or organisation entering into the Contract with the Company.

"Consumer" means an individual acting wholly or mainly outside their trade, business, craft or profession.

"Business Customer" means a Customer acting wholly or mainly for purposes relating to their trade, business, craft or profession.

"Goods" means any products, glazing, glass, windows, leaded lights, frames, components or other goods supplied by the Company.

"Services" means installation, restoration, refurbishment, design, surveying, manufacturing and any other services provided by the Company.

"Works" means the Goods and/or Services described in the Company's quotation or order confirmation.

"Contract" means the agreement between the Company and the Customer comprising the accepted quotation/order, specification, drawings where applicable, these Terms & Conditions and any subsequent agreed variations.

2. QUOTATIONS AND ORDERS

2.1 The Company's quotation sets out the Goods and Services which the Company proposes to provide.

2.2 The Customer is responsible for checking the quotation, specification, quantities, descriptions, drawings and other information before accepting the quotation.

2.3 By accepting a quotation or placing an order, the Customer confirms that the details contained within it are correct.

2.4 Acceptance may take place by signed order, written confirmation, email, payment of an agreed deposit, or other clear agreement to proceed.

2.5 Where an order is agreed verbally, the Company may subsequently confirm the agreed scope in writing.

2.6 No alteration to the Works requested by the Customer after acceptance shall be binding upon the Company unless accepted by the Company.

2.7 Any agreed alteration may result in an adjustment to the Contract price and anticipated completion date.

3. BESPOKE AND HANDMADE PRODUCTS

3.1 The Customer acknowledges that a significant proportion of the Company's Goods are individually designed, manufactured, restored, altered or made to measure for a particular property, opening or Customer.

3.2 Bespoke Goods may include, without limitation:

- stained glass windows; leaded lights; decorative glazing; bespoke glass;
- encapsulated or double-glazed leaded units; replacement glazing; made-to-measure windows;
- metal or timber window components; and other Goods manufactured to Customer dimensions or specifications.

3.3 Handmade glass, stained glass, restoration glass, leadwork and other traditional materials may contain natural and manufacturing variations including differences in colour, texture, movement, bubbles, seeds, lines, surface characteristics and appearance.

3.4 Such characteristics may be inherent to handmade, historic or traditionally manufactured products and shall not, by themselves, constitute a defect.

3.5 Where matching existing or historic materials, the Company will use reasonable endeavours to achieve an appropriate match. An exact match cannot always be guaranteed because of age, weathering, discontinued materials, historic manufacturing methods and natural variations between batches.

3.6 Nothing in this clause affects the Customer's statutory rights.

4. PRICES AND VAT

4.1 Unless expressly stated otherwise, quoted prices are exclusive of VAT.

4.2 VAT will be charged at the applicable rate in force at the time it becomes due.

4.3 The Contract price covers only the Goods and Services expressly described within the quotation.

4.4 Additional work requested by the Customer or required because of circumstances which could not reasonably have been identified when the quotation was prepared may result in additional charges.

4.5 Wherever reasonably practicable, the Company will notify the Customer of additional work and its anticipated cost before undertaking it.

5. PAYMENT

5.1 The Customer agrees to pay the Contract price in accordance with the payment terms stated within the quotation, order confirmation or invoice.

5.2 Unless otherwise agreed, invoices are payable upon receipt.

5.3 Where staged payments are specified, each payment shall become payable when the relevant stage has been reached.

5.4 Unless otherwise agreed in writing, the final outstanding balance becomes payable upon completion of the agreed installation or, for supply-only Goods, upon delivery or collection.

5.5 Payment may be made by bank transfer, cheque or other method accepted by the Company.

5.6 The Customer must not unreasonably withhold payment of the whole Contract price because of a minor defect or outstanding item. Where appropriate, the Customer and Company should seek to agree a reasonable sum to be retained pending rectification.

5.7 Where an undisputed payment becomes overdue, the Company reserves the right to charge reasonable interest and recover reasonable costs incurred in pursuing the overdue amount, where permitted by law.

5.8 For Business Customers, the Company reserves all rights available under applicable legislation concerning late payment of commercial debts.

6. OWNERSHIP AND RISK

6.1 For Goods collected from the Company's premises, risk passes to the Customer upon collection.

6.2 For Goods delivered by the Company without installation, risk passes upon delivery.

6.3 For Goods installed by the Company, risk passes upon completion of installation.

6.4 To the extent permitted by law, ownership of Goods supplied by the Company shall remain with the Company until all sums properly due in respect of those Goods have been received in cleared funds.

6.5 Nothing in this clause permits the Company to enter a Consumer's property or remove installed Goods without lawful authority or the Customer's agreement.

PART B - CANCELLATION

7. CONSUMER CANCELLATION RIGHTS

7.1 Nothing within these Terms & Conditions limits or removes any statutory cancellation rights available to a Consumer.

7.2 Where the Contract is a distance contract or an off-premises contract and statutory cancellation rights apply, the Consumer will normally have 14 days in which to cancel in accordance with applicable consumer legislation.

7.3 The Company will provide any statutory cancellation information required by law where applicable.

Bespoke Goods

7.4 The statutory right to cancel does not apply in the same way to Goods which are made to the Consumer's specifications or are clearly personalised, where the applicable legislation provides an exemption.

7.5 This may include made-to-measure stained glass, leaded lights, windows, glazing units and other products manufactured specifically to dimensions, designs or specifications supplied or approved for the Customer.

7.6 This does not affect the Consumer's statutory rights where bespoke Goods are faulty, not as described or otherwise fail to conform to the Contract.

Starting Work During a Cancellation Period

7.7 Where a Consumer has a statutory cancellation period and expressly requests that the Company begins Services during that period, the Company may commence those Services.

7.8 If the Consumer subsequently exercises a statutory right to cancel, the Consumer may be required to pay a proportionate amount for Services properly performed before cancellation, where permitted by law.

7.9 Where legally required, the Company will obtain the Consumer's express request to commence Services during the cancellation period.

8. CANCELLATION OUTSIDE STATUTORY RIGHTS

8.1 A Customer wishing to cancel should notify the Company as soon as reasonably possible.

8.2 Where no statutory cancellation right applies, or the statutory cancellation period has expired, the Company will consider the stage reached by the Contract when determining any amount payable following cancellation.

8.3 The Company may recover reasonable losses directly resulting from the cancellation, including work already undertaken, materials reasonably ordered, manufacturing undertaken, non-recoverable supplier costs and other reasonable losses, subject to applicable law.

8.4 The Company will take reasonable steps to mitigate its losses.

8.5 Any cancellation charge will not exceed the amount the Company is legally entitled to recover.

PART C - THE PROPERTY AND INSTALLATION

9. PERMISSIONS, CONSENTS AND APPROVALS

9.1 Unless expressly included within the Company's written quotation, responsibility for obtaining all necessary permissions and approvals rests with the Customer.

9.2 These may include:

- planning permission; Listed Building Consent; conservation area approvals;
- Building Regulations approval; landlord or freeholder consent; and any other statutory or third-party permission.

9.3 Unless informed otherwise, the Company shall be entitled to proceed on the reasonable assumption that the Customer has obtained all necessary permissions.

9.4 The Company does not warrant that any proposed work will receive planning, conservation or Listed Building Consent unless the Company has specifically undertaken responsibility for obtaining such consent as part of the Contract.

9.5 The Customer must notify the Company of any conditions attached to an approval which may affect the Works.

10. ACCESS

10.1 The Customer shall provide the Company and its employees, installers and contractors with reasonable access to the property at agreed times.

10.2 The Customer shall ensure that working areas are reasonably clear and accessible before the Company's arrival.

10.3 Where the Company has advised the Customer that bespoke Goods are ready for installation and the Customer is unable or unwilling to provide reasonable access or agree an installation date within 28 days, the Company may invoice the Customer for the completed supply/manufacturing element of the Works and any reasonable storage costs.

10.4 Where an agreed visit cannot proceed because of circumstances within the Customer's control, the Company may charge the reasonable costs resulting from the aborted visit or wasted time.

11. CUSTOMER PREPARATION

11.1 Unless otherwise agreed, the Customer is responsible for removing or protecting curtains, blinds, nets, furniture, ornaments, valuables, electronic equipment and other items obstructing the working area.

11.2 The Company does not normally undertake to disconnect or relocate radiators, pipes, electrical cables, telephone cables, television cables, alarms or other services unless specifically included within the quotation.

11.3 The Customer must tell the Company about any known concealed services or hazards which may affect the Works.

12. CARE OF THE PROPERTY

12.1 The Company will perform the Works with reasonable care and skill and will take reasonable precautions to protect the Customer's property.

12.2 Window replacement and restoration work necessarily involves working upon existing building fabric and may cause reasonable disturbance to surrounding finishes.

12.3 Unless expressly included in the quotation, general decorating, painting, plastering, wallpaper repairs and other decorative making-good are not included within the Contract.

12.4 The Company will undertake any making-good expressly included within the quotation.

12.5 The Company shall remain responsible where required by law for damage caused by its failure to exercise reasonable care and skill.

13. HIDDEN DEFECTS AND UNFORESEEN CONDITIONS

13.1 Buildings, particularly period and historic properties, may contain defects or conditions which cannot reasonably be identified during an initial inspection or survey.

13.2 Unless expressly included in the quotation, the Contract price does not include the repair or replacement of rotten timber, concealed decay, defective masonry, defective lintels, structural defects, hidden services, defective fixings, previously concealed damage, asbestos, hazardous materials or other unforeseen defects.

13.3 If such conditions are discovered, the Company will inform the Customer as soon as reasonably practicable.

13.4 The Company may suspend the affected Works where continuing would be unsafe, inappropriate or likely to cause damage.

13.5 Necessary additional works may be subject to a separate quotation or agreed variation.

14. ASBESTOS AND HAZARDOUS MATERIALS

14.1 The Customer must inform the Company of any asbestos or other hazardous material known or suspected to be present within the areas affected by the Works.

14.2 If suspected asbestos or another hazardous material is discovered, the Company may immediately stop the affected Works.

14.3 Work may remain suspended until the material has been properly assessed and, where necessary, made safe or removed by an appropriately competent person.

14.4 Reasonable additional costs or delays arising from previously undisclosed or unidentified hazardous materials may be charged to the Customer where permitted by law.

PART D - HERITAGE AND RESTORATION WORK

15. EXISTING AND HISTORIC MATERIALS

15.1 The Customer acknowledges that restoration work involves existing materials whose age, condition and previous treatment may not always be apparent before work begins.

15.2 Removal or dismantling can reveal deterioration which could not reasonably have been identified beforehand.

15.3 The Company will exercise reasonable care when removing, handling, repairing and reinstalling historic materials.

15.4 The Company cannot guarantee that every component of an aged or deteriorated window will be capable of successful removal or reuse.

15.5 If an existing component cannot reasonably be reused, the Company will discuss an appropriate repair or replacement with the Customer.

16. STAINED GLASS AND LEADED LIGHT RESTORATION

16.1 Restoration is intended to preserve as much appropriate existing material as reasonably practicable while producing a sound and serviceable finished installation.

16.2 Replacement glass may be required where existing glass is broken, missing, structurally unsuitable or cannot reasonably be reused.

16.3 The Company will use reasonable endeavours to source glass appropriate in colour, texture and character.

16.4 Because many historic glasses are no longer manufactured, an exact match cannot always be achieved.

16.5 New leadwork may differ in initial appearance from aged lead. Natural weathering and oxidation will alter its appearance over time.

17. METAL AND TIMBER WINDOW RESTORATION

17.1 Restoration of existing frames is subject to their underlying condition.

17.2 Corrosion, distortion, concealed decay or previous repairs may become apparent only once coatings, putty, glass or surrounding materials have been removed.

17.3 The Company will notify the Customer if additional work beyond the agreed scope is reasonably required.

17.4 Restoration does not make an historic frame equivalent in every respect to a newly manufactured modern frame unless expressly stated within the specification.

PART E - COMPLETION AND QUALITY

18. COMPLETION

18.1 Works shall be regarded as practically complete when the substantial Works described within the Contract have been completed and the Goods are capable of their intended use, notwithstanding minor outstanding items which do not materially prevent their use.

18.2 Any minor outstanding items or defects notified to the Company will be addressed within a reasonable period where the Company is responsible for them.

18.3 The existence of a minor outstanding item does not automatically entitle the Customer to withhold the entire outstanding Contract balance.

19. INSPECTION AND REPORTING ISSUES

19.1 Customers are encouraged to inspect the Goods and Works promptly following delivery or completion.

19.2 Visible damage, shortages or apparent defects should be reported to the Company as soon as reasonably practicable.

19.3 Prompt notification enables the Company to investigate and rectify matters efficiently.

19.4 No provision within these Terms & Conditions imposes an artificial time limit which removes statutory rights available to a Consumer.

20. CONSUMER RIGHTS

20.1 Goods supplied to Consumers must comply with applicable consumer law, including requirements relating to satisfactory quality, fitness for purpose and correspondence with description.

20.2 Services supplied to Consumers will be performed with reasonable care and skill.

20.3 Nothing in these Terms & Conditions excludes, restricts or reduces rights or remedies which cannot lawfully be excluded or restricted.

21. GUARANTEE

21.1 Where the Company provides a written guarantee, its terms, scope, duration and exclusions will be set out separately.

21.2 The Company's guarantee is additional to the statutory rights of Consumers and does not replace them.

21.3 The Customer must allow the Company a reasonable opportunity to inspect an alleged defect and, where appropriate, undertake remedial work.

21.4 The Company will repair or replace defective Goods or remedy defective workmanship where required under the Company's written guarantee or applicable law.

22. CONDENSATION

22.1 Glazing improvements may improve the thermal performance of a property but the Company does not guarantee the elimination of condensation unless expressly agreed in writing for a specific installation.

22.2 Condensation is affected by factors outside the Company's control, including internal humidity, ventilation, heating, occupancy, external temperature, building construction, insulation and moisture generation within the property.

22.3 The presence of condensation does not of itself demonstrate a defect in the Goods or installation.

22.4 Nothing in this clause limits the Company's responsibility where Goods or Services fail to meet applicable statutory or contractual requirements.

PART F - TIMESCALES AND DELAYS

23. DELIVERY AND INSTALLATION DATES

23.1 Any manufacturing, delivery or installation date provided by the Company is based upon information available at the time and, unless expressly agreed otherwise, is an estimate.

23.2 The Company will use reasonable endeavours to meet estimated dates.

23.3 Heritage, restoration and bespoke manufacturing work may be affected by material availability, specialist manufacturing processes and conditions discovered during the Works.

23.4 The Company will inform the Customer of significant delays as soon as reasonably practicable.

23.5 Nothing in this clause affects any statutory rights concerning delivery or performance within an agreed or reasonable time.

24. EVENTS OUTSIDE THE COMPANY'S REASONABLE CONTROL

24.1 The Company shall not be responsible for delay or failure caused by events outside its reasonable control to the extent permitted by law.

24.2 These may include severe weather, fire or flooding, industrial disputes, interruption of utilities, transport disruption, material shortages, unexpected supplier failure, government restrictions, civil emergencies, delays in statutory approvals or other events which could not reasonably have been prevented.

24.3 Where such an event occurs, the Company will use reasonable endeavours to minimise its effect upon the Contract.

24.4 If the delay becomes substantial, any rights of either party to terminate the affected part of the Contract shall be determined in accordance with applicable law.

PART G - LIABILITY

25. COMPANY LIABILITY

25.1 Nothing within these Terms & Conditions excludes or restricts liability where doing so would be unlawful.

25.2 In particular, nothing excludes or restricts liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or statutory Consumer rights which cannot lawfully be excluded.

25.3 The Company shall not be responsible for losses which were not reasonably foreseeable when the Contract was entered into, subject to applicable law.

25.4 The Company shall not be responsible for pre-existing defects or damage which it did not cause.

25.5 The Company is not responsible for losses caused by inaccurate information supplied by the Customer or the Customer's failure to disclose relevant information, except to the extent the Company has contributed to the loss.

26. BUSINESS CUSTOMERS

26.1 Where the Customer is a Business Customer, the Goods and Services are supplied for business purposes.

26.2 Subject to liabilities which cannot lawfully be limited or excluded, the Company shall not be liable to a Business Customer for indirect or consequential loss, loss of profit, loss of revenue, loss of business, loss of opportunity or loss of goodwill arising from the Contract.

26.3 Any limitation of liability applicable specifically to a Business Customer shall be subject to applicable law and the circumstances of the Contract.

26.4 Consumer protections referred to specifically as applying to Consumers do not apply to Business Customers unless the law provides otherwise.

PART H - GENERAL

27. CUSTOMER-SUPPLIED MEASUREMENTS, SIZES AND SPECIFICATIONS

27.1 Where dimensions, sizes, templates, drawings, schedules, specifications or other information are supplied to the Company by the Customer, the Customer's architect, builder, contractor, surveyor, agent or another third party acting on the Customer's behalf, the Company is entitled to rely upon that information as complete and accurate where the Company has not agreed to verify it.

27.2 The Customer is responsible for checking and confirming the accuracy of all such Customer- or third-party-supplied information before manufacture commences.

27.3 Where Goods are manufactured, ordered or supplied in accordance with Customer- or third-party-supplied dimensions or specifications and those dimensions or specifications subsequently prove incorrect, the Company will not be responsible for the resulting incorrect fit, manufacture or supply, provided the Company manufactured or supplied the Goods correctly in accordance with the information provided.

27.4 In those circumstances, the Customer shall be responsible for the reasonable additional costs directly arising from the incorrect information. These may include re-surveying, remanufacture, replacement glass or materials, delivery, collection, storage, removal, reinstallation, labour, access equipment and additional site visits.

27.5 Subject to applicable law, the Company will not be responsible for reasonable consequential costs arising directly from inaccurate Customer- or third-party-supplied information where the Company was not responsible for the error.

27.6 This clause does not apply to an error in dimensions or measurements taken by the Company as part of an agreed survey or measuring service, except to the extent that the error results from inaccurate or incomplete information supplied to the Company, concealed or inaccessible conditions which could not reasonably have been identified, or alterations made after the Company's measurement.

27.7 Nothing in this clause excludes or restricts liability which cannot lawfully be excluded or restricted, affects a Consumer's statutory rights, or removes the Company's obligation to exercise reasonable care and skill when the Company has agreed to undertake measuring or surveying.

28. PHOTOGRAPHS

28.1 The Company may wish to photograph completed work for its records, portfolio, website, social media or marketing.

28.2 Where photographs would identify the Customer, disclose personal information, or where consent is otherwise legally required, the Company will obtain appropriate permission before using them for marketing purposes.

29. COMPLAINTS

29.1 If the Customer is dissatisfied with any aspect of the Goods or Services, they should contact the Company as soon as reasonably practicable.

29.2 The Company will investigate the matter and seek to resolve legitimate concerns within a reasonable period.

29.3 The Customer should provide the Company with a reasonable opportunity to inspect and, where appropriate, rectify defective Goods or workmanship.

29.4 Nothing in this complaints procedure limits the Customer's statutory rights.

30. COMMUNICATIONS

30.1 Notices and communications concerning the Contract may be made by post or email unless legislation requires a particular method.

30.2 Customers should ensure that the Company is provided with current contact information.

31. ENTIRE AGREEMENT

31.1 The Contract consists of the Company's quotation, accepted order, agreed drawings and specifications, these Terms & Conditions, any written guarantee and any subsequently agreed variation.

31.2 If there is an inconsistency between these Terms & Conditions and a specific written provision in an accepted quotation, the specific provision shall take priority to the extent of that inconsistency, unless doing so would be unlawful.

32. SEVERABILITY

32.1 If any provision of these Terms & Conditions is found by a court or competent authority to be invalid, unlawful or unenforceable, the remaining provisions shall continue in effect.

33. THIRD-PARTY RIGHTS

33.1 Except where expressly provided otherwise, no person other than the Company and Customer shall have any right to enforce the Contract.

34. GOVERNING LAW

34.1 These Terms & Conditions and the Contract shall be governed by the laws of England and Wales.

34.2 The courts of England and Wales shall have jurisdiction, subject to any mandatory jurisdictional rights available to Consumers.

IMPORTANT CONSUMER INFORMATION

Nothing within these Terms & Conditions affects a Consumer's statutory rights. Where applicable, Consumers may have statutory rights concerning cancellation, satisfactory quality, fitness for purpose, Goods being as described, reasonable care and skill, repeat performance, repair, replacement, price reduction or refund.

Lead Windows Ltd

Trading as Sherriff Stained Glass Specialists
Terms & Conditions of Sale, Supply & Installation
Version: August 2026