

AXIS Doors

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FULL TERMS AND CONDITIONS

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Registered in England & Wales

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1. Introduction

AXIS Doors is a trading name of Mega Glaze Ltd (referred to in these Terms as "AXIS" or "Mega Glaze Ltd").

These Terms and Conditions ("Terms") govern the manufacture, supply and installation of bespoke security doors and related products ("Products").

By signing an Order Agreement, approving drawings, or paying a deposit, the Client agrees to be legally bound by these Terms.

2. Formation of Contract

A legally binding contract is formed when:

- The Client signs the Order Agreement;
- Final production drawings are approved in writing;
- The initial deposit is received by AXIS.

These Terms form part of the contract between AXIS and the Client and supersede any prior agreements or discussions.

3. Payment Terms

3.1 Standard Payment Structure

Unless otherwise agreed in writing:

- 50% deposit upon order confirmation
- 25% payable prior to installation
- 25% payable within 3 working days of installation completion

3.2 Deposit & Production

The 50% deposit secures manufacturing capacity and procurement of materials.

Once:

- Final drawings are approved; and
- Production has commenced;

the deposit becomes non-refundable, as all Products are bespoke and manufactured to the Client's specification.

3.3 Pre-Installation Payment

The 25% pre-installation payment must be received in cleared funds before installation is scheduled or confirmed.

AXIS reserves the right to:

- Refuse to attend site;
- Delay installation;
- Reschedule works;

until this payment is received in full.

3.4 Final Payment

The remaining 25% balance is due within 3 working days of installation completion.

Warranty documentation will not be issued until full payment has been received.

Late payments may result in:

- Suspension of warranty issuance;
- Recovery costs;
- Legal action.

3.5 Retention of Title

Ownership of the Product shall not pass to the Client until full payment has been received.

Until such time, AXIS retains legal title to the Product.

4. Production & Lead Time

4.1 Commencement of Production

Production will begin only after:

- Deposit payment;
- Signed Order Agreement;
- Written approval of final drawings.

4.2 Lead Times

Typical production time is 8–12 weeks depending on:

- Design complexity
- Bespoke finishes
- Hardware specification
- Glazing requirements
- Factory workload
- Supply chain conditions
- Force majeure events

AXIS reserves the right to extend lead times where necessary to maintain quality standards.

Delays caused by circumstances outside AXIS's reasonable control shall not entitle the Client to compensation.

5. Consumer Cancellation Rights

Where applicable under the Consumer Contracts Regulations 2013, cancellation rights may apply within 14 days for off-premises or distance contracts.

However, under Regulation 28(1)(b), cancellation rights do not apply to goods made to the consumer's specification or clearly personalised.

All AXIS Products are bespoke.

Once production has commenced, cancellation rights are waived.

If the Client requests early production within the 14-day period, cancellation rights are lost once manufacturing begins.

6. Installation Scheduling

Installation dates are initially provisional.

A confirmed installation date will typically be provided approximately 5–7 days prior to installation.

AXIS reserves the right to postpone installation where:

- Weather conditions compromise quality;
- Site conditions are unsuitable;
- Health and safety concerns arise;
- Access is restricted;
- Pre-installation payment has not been received.

Such postponement shall not constitute breach of contract.

7. Client Postponement of Installation

If the Client postpones installation without reasonable notice, AXIS reserves the right to:

- Reschedule subject to availability;
- Recover reasonable additional costs incurred;
- Apply additional installation charges where appropriate.

8. Site Preparation & Structural Conditions

The Client is responsible for ensuring:

- Openings match approved drawings;
- Agreed floor levels remain unchanged;

- Structural openings are properly prepared;
- Cavity gaps are filled where required;
- Builder's works are completed prior to installation.

Incorrect or inadequately prepared openings may:

- Delay installation;
- Result in additional charges;
- Void installation warranty.

AXIS is not responsible for incorrect dimensions supplied by the Client.

9. Structural Fixings

Security doors are heavy structural systems.

Where fixing into old, unstable or thin walls (e.g., 150–180mm including plaster), specialist fixings may cause cosmetic disturbance to adjacent surfaces.

AXIS shall not be liable for cosmetic damage arising from necessary structural fixing methods.

10. Concealed Services

AXIS shall not be liable for damage to:

- Pipes;
- Electrical cables;
- Alarm systems;
- Telephone lines;
- Hidden services;

located within 100mm of the door opening where such services were not disclosed prior to installation.

The Client is responsible for arranging disconnection and reconnection of alarm systems or services prior to installation.

11. Finishing & Decorative Works

AXIS does not provide:

- Plastering;
- Painting;
- Decorating;
- Crack filling;
- Flooring alterations;

unless specifically agreed in writing.

Minor cosmetic disturbance around the frame area is normal and is the responsibility of the Client to make good.

12. Electrical Requirements

Where motorised locks or electronic hardware are ordered:

- The Client must provide appropriate fused power supply and transformer space as agreed.
- All electrical connections must be completed by a qualified electrician.
- Electrical faults not caused by AXIS are not covered under warranty.

13. Completion & Sign-Off

Upon completion of installation:

- The Client (or nominated representative) must inspect the Product.
- Confirmation of satisfactory installation must be signed.

Once signed:

- The Product is deemed accepted.
- Claims for visible damage will not be accepted thereafter.

If the Client is not present to sign, AXIS reserves the right to treat installation as complete and issue the final invoice.

14. Installation Workmanship Warranty

AXIS provides a 12-month installation workmanship warranty from completion date.

This covers installation defects only.

It does not cover:

- Building movement;
- Structural settlement;
- Environmental distortion;
- Client misuse.

Follow-up adjustments due to natural building settlement are not classified as warranty defects.

15. Product Warranty

15.1 General Principles

Warranty:

- Applies only to fully paid Products;
- Applies only to Products installed in the UK;
- Is valid only if maintenance obligations are followed.

Warranty obligations commence upon handover.

15.2 Warranty Coverage Periods

- Metal construction – 10 years
- Metal coating – 2 years
- Door panels and coating – 2 years
- Door furniture – 1 year
- Glass unit tightness – 5 years
- Mechanical lock mechanisms – 2 years
- Motorised lock mechanisms – 1 year
- Door hinge durability – 10 years

- Structural sash stability (± 2 mm per metre) – 10 years

AXIS reserves the right to repair or replace defective components at its discretion.

16. Maintenance Requirements

Doors are mechanical systems requiring preventative maintenance.

Minimum requirements:

- Clean and lubricate ironmongery twice yearly;
- Lubricate locks with appropriate lock oil;
- Avoid abrasive or acidic cleaners;
- Avoid high-pressure washing;
- Maintain internal humidity below 60%;
- Ensure adequate ventilation.

Failure to comply voids warranty.

17. Environmental Exposure

In corrosive or aggressive environments (including coastal areas, industrial zones, swimming pools or high-traffic locations), increased maintenance is required.

Corrosion arising from environmental exposure is not covered where maintenance obligations are not met.

18. Warranty Exclusions

Warranty does not cover defects caused by:

- Improper transport or storage;
- Incorrect installation by third parties;
- Mechanical damage;
- Excess humidity;
- Building instability or settlement;
- Unauthorised repair or modification;

- Improper cleaning agents;
- Failure to remove protective films;
- Environmental corrosion;
- Improper operation;
- Normal wear and tear.

19. Storage

AXIS will store completed Products free of charge for up to 14 days from notification of readiness.

Thereafter, reasonable storage charges may apply.

20. Supply-Only Orders

For supply-only orders:

- Delivery is kerbside only;
- The Client must inspect goods upon delivery;
- Bespoke Products are non-returnable unless defective;
- No installation warranty applies.

21. Complaints Procedure

Complaints must be submitted in writing with supporting evidence.

AXIS aims to investigate within 14 days.

If a complaint is found to be unfounded or caused by negligence, AXIS reserves the right to recover reasonable investigation costs.

22. Limitation of Liability

AXIS shall not be liable for:

- Indirect or consequential losses;
- Environmental corrosion;
- Failure to maintain;

- Third-party electrical faults;
- Misuse of the Product.

Nothing in these Terms excludes liability where unlawful to do so.

23. Governing Law

These Terms are governed by the laws of England and Wales.

Disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

If any provision is found unenforceable, the remaining provisions remain valid.