

# Turkington

## Windows & Conservatories



Thank you for your order. Your contract will now be managed by our Customer Service Team. The installation process is outlined overleaf. Should you have any additional queries or need to make contact we have outlined the necessary options below.

In line with our Environmental Standards Turkington Windows will send all confirmation documentation to you via email where possible.

### Contacting our Customer Service Team

Throughout the process please call **028 3839 3030** and follow the options to reach the Windows Division Customer Service Team.

Option 1 = Sales Team

Option 2 = Enquiries regarding your install date and payment

Option 3 = All aftercare requirements

One of our Customer Service Team should be available to speak with you. If we are not able to take your call please leave a voicemail and one of our team will return your call promptly.

Office hours: 8:00am - 5:00pm daily (Monday to Friday)

Voicemail facility monitored regularly

Alternatively you can email Windows Division Customer Service Team at **customerservice@turkington-windows.com** and one of our team will respond promptly.

Please quote your Estimate Number in all communications. This can be found on the top right of your contract.

### Payments

When payments are required there are several options available to you. The most efficient way to make a payment is to call our Customer Service Team to make payment directly via our secure payment service (Credit Card payments have a 2.5% fee).

Alternatively:

- ~ Please contact our Customer Service Team who will send you an email that enables you to pay online.
- ~ A cheque can be sent to JH Turkington and Sons, please ensure your Estimate Number is made clear in a cover note with your cheque. Cheques should be made payable to JH Turkington and Sons Ltd, and sent to:  
**JH Turkington and Sons Ltd, James Park, Mahon Road, Portadown, BT62 3EH.**
- ~ If you wish to pay by cash please visit our showrooms in either Portadown or Lisburn.



Windows • Doors • Home Extensions • Fascias & Soffits

**[www.turkington-windows.com](http://www.turkington-windows.com)**

# The Next Steps

## 1 Contract Signed and Deposit Paid

You will receive confirmation of deposit payment by email where possible.

## 2 Survey

Our surveyor will contact you within ten working days to visit and take accurate measurements for ordering your items.

- ~ Should you decide you would like to make changes to your order please contact your sales person to arrange a variation or advise at Survey.
- ~ Should we need access across gardens or flowerbeds we will discuss this with you prior to doing so.
- ~ Please note that changes to the order will not be possible once your items have been ordered.

## 3 Email with a Fitting Date

Within five working days of Survey we will then notify you by email, where possible, of a provisional fitting date. Please note this is a PROVISIONAL date and can be subject to change.

## 4 Second Payment

Second stage payment must be made at least one week before your installation date to allow fitting to go ahead – the amount to be paid should be on your contract.

## 5 Fitting Preparation

Before we attend your home we ask that all blinds/curtains are removed and all furniture moved away from the work area(s). Turkington's fitting teams are not allowed to relocate or remove any electrical wires such as door alarms or doorbells so we do ask that items such as these be removed/relocated before our team attend.

## 6 Working in Your Home

When in your home we will ensure that protective sheeting is laid over carpet/flooring to prevent any damage. If you have children in your home we would ask that they are supervised at all times and kept away from the work area(s) for their safety. We also ask that any pets in the property be kept in a suitable area.

We always aim to complete the fitting within the specified time scale however we may need to return at a later date should further work be required. The fitting team will discuss this with you if necessary. Once work is complete the fitting team will ensure all work materials are cleared away and the work areas left tidy.

## 7 Work Completed

Once the work has been completed our fitters will request your final 5% payment.

If you choose however to pay by card we ask that you contact our main office to have this processed. Should you have any queries or concerns at this stage please don't hesitate to contact our Windows Division Customer Service Team.

## 8 Guarantee

Your guarantee will be activated once your final payment has been received.

A member of

