

## Turkington

Windows & Conservatories



Thank you for your order. Your contract will now be managed by our Customer Service Team. 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

Please call **028 3839 3030** for any assistance.

Option 1 = Sales Team

Option 2 = To discuss your installation date

Option 3 = For all repair or maintenance needs

Option 4 = For your account balance or to make a payment

Our Customer service team will be on hand to assist in any way we can. To ensure your call is not missed there is also a voicemail facility which is checked regularly throughout the day.

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

Alternatively, you can email us at **customerservice@turkington-windows.com** and one of our team will respond promptly. Please quote your Order Number in all communication. This can be found on the top right of your contract.

### Payments

There are several options available to you:

- 1 The Customer Service Team can take a debit or credit card payment over the phone via our secure payment service.
- 2 The Customer Service Team can email you a secure link that enables you to pay online.
- 3 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**
- 4 If you wish to pay by cash please visit our showrooms in either our Portadown or Lisburn.

**Final Payment** Your final payment is to be paid to our installers upon practical completion of the installation at your home. This amount will be detailed in your contract and we would kindly ask that you have this sum ready on the planned completion date of your installation.



**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.
- ~ Please note that changes to the order will not be possible post survey.

## 3 Contact with a Fitting Date

Within five working days of Survey we will then notify you 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

