

Frequently Asked Questions

What happens next?



Thank you for your order

Your contract will now be managed by our Customer Service Team.

Here is how to contact us by Phone **028 3839 3030**

- Option 1 **Sales**
- Option 2 **Installations**
- Option 3 **Aftersales**
- Option 4 **Accounts**

Office hours are 8:00am–5:00pm from Monday to Friday.

Here is how to contact us by Email **customerservice@turkington-windows.com**
(please quote your order number)



turkingtonwindows.com

Turkington
Windows & Conservatories



Making a Payment

Card

Phone	Our accounts department can take card payments over the phone via a Secure Payment Service
Link	Our accounts department can send a secure link via email to pay online.
Showrooms	Our showrooms have card machines if you prefer to visit in person.

Cheque

Made payable to **JH Turkington and Sons Ltd.**
(Please attach a cover note with your address and contract number)

Cash

Showrooms	Please visit our showrooms. A receipt will be issued.
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Bank Transfer (BACs)

Sterling £ Payments	Danske Bank
Sort Code	95-07-97
A/C No	60028886
Company Name	JH Turkington & Sons Limited. <i>(Reference it with your surname and contract number)</i>

The Next Steps

1 Contract Signed and Deposit Paid

- You will receive confirmation of deposit payment by email.

2 Survey

- Our surveyor will contact you to arrange a visit to take accurate measurements for factory.
- Should you decide you would like to make changes to your order please contact your sales person or advise at survey.
- Please note the order cannot be changed post survey.

3 Contact with a Fitting Date

- Within 15 working days post survey we will 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.

5 Fitting Preparation

- Before we attend your home please ensure that all blinds/curtains are removed and all furniture moved away from the work areas.
- Turkington's fitting teams are not allowed to relocate or remove any electrical wires such as door alarms or doorbells. We do ask that items such as these be removed/relocated before our team attend.
- Please cover furniture with a plastic dustsheet.

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 or pets in your home we would ask that they are kept away from the work areas for their safety.
- 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 to your satisfaction our fitters will request your final 5% payment, our fitters carry portable card readers.

8 Guarantee

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