All Seasons Outdoor Living Customer Agreement
Terms and Conditions

Accepting your Quote and Entering into a Contract

By accepting the quote and paying a deposit, you are confirming the order for the products and installation services specified in your quote and have entered into a contract. Your order will become binding when All Seasons Outdoor Living receives payment of the deposit amount.

Cancelling your Order / Ending the Contract

You can choose to end your contract with us and cancel your order at any time prior to installation. Your deposit amount, however, is non-refundable once your products have been ordered from the manufacturer. We will, however, request to cancel the order with the manufacturer and any refund received will be returned to you minus any delivery/admin charges.

Payment Terms

We ask for a 50% deposit on ordering, then and the remaining 50% on completion. We will confirm the installation date after ordering as soon as we receive confirmation of delivery dates from the supplier. An invoice will be sent via email to you using our accounting software xero. This will give information about how to pay either by card via stripe, or by bank transfer.

Warranty

The warranty for your pergola / veranda will be with the manufacturer, for example Deponti, Casa Maria or Nova. The warranty period varies depending on product and supplier from 2 years up to 10 years.

This warranty sets out the terms upon which All Seasons Outdoor Living offers warranty for the installation services provided.

1.0 All Seasons Outdoor Living warrants to you that the installation services will be performed by the appropriately skilled All Seasons Outdoor Living registered installers to a standard of quality that is reasonable for you to expect.
1.1 The warranty period for the installation services shall be 12 months from completion of the installation services.
1.2 Remedial Action. If you make a valid claim about our installation service, All Seasons Outdoor Living may arrange for the relevant products to be reinstalled or refund to the Customer the charge for the relevant part of the installation service (or a proportionate part of such charge).
1.3 All Seasons Outdoor Living offers a 12 month installation warranty, however, storm damage, accidental damage and misuse of the products are not covered by the warranty. It may be necessary to consider additional coverage to protect against these issues.

2..0 Exceptions
2.1. This Warranty will only apply:
If the product has been installed by an All Seasons Outdoor Living registered installer and has been properly used and maintained throughout the warranty period.
If you have informed All Seasons Outdoor Living of the alleged defect within the warranty period and within a reasonable period of discovery.

3.0 General conditions
3.1. You will promptly provide all information and support (including access to site and services) reasonably necessary to enable All Seasons Outdoor Living to evaluate any alleged defect and to fulfil its obligations under this warranty.

4.0 Third Party Rights
4.1. When All Seasons Outdoor Living has installed a system in a property that is sold within the Warranty Period the warranty will pass to the new legal owner of the property. It may not be transferred to or exercised by any third party.

5.0 Law
5.1. This warranty is governed by English law and the English courts or by the law and the courts governing where your property is if this is outside England or Wales.

6.0 Manufacturer's Product Warranty
6.1. Most Products supplied by All Seasons Outdoor Living come with the benefit of a manufacturer's product guarantee. (The length of this varies between manufacturers and products) Where a claim in respect of any of the Products is notified to All Seasons Outdoor Living by you in accordance with the All Seasons Outdoor Living's Terms and Conditions, All Seasons Outdoor Living will liaise with the manufacturer and use all reasonable endeavors to secure a replacement of the product or the part in question) or a refund of the price of the product (or a proportionate part of the price). The warranty is automatically registered when the product is purchased. N.B. Storm damage or misuse/accidental damage of the products are not covered by the warranty. It may be necessary to consider additional coverage to protect against these issues.
6.2. Please note that any item that has been customized /cut down during the installation process to fit correctly into your space by All Seasons Outdoor Living will not be covered by a manufacturer's warranty. In this situation, the customization will be discussed with you before any cuts are made.

Pergola and Veranda Care

1.0 To look after your pergola you should:

- Regularly check your pergola for any signs of wear and tear and address any issues promptly.
- Clean your pergola, removing dirt, debris, and any plant growth with mild soap and water.
- If you have any climbing plants, be sure to trim them back to prevent them becoming invasive and entangled around the louvres.
- Clear the roof or slats of excess snow or leaves that build up in winter to avoid unnecessary weight on top.

As our pergolas and verandas are metal pergolas, there is very little maintenance required versus wooden pergolas.

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