



What happens next?

DM Contract Solutions Ltd.

Lombard Business Park | 8 Lombard Road
London | SW19 3TZ

Phone: 0203 174 0208 | 0208 543 2299
Fax: 0872 1155 789

E-mail: info@dmcontractsolutions.co.uk
Web: www.dmcontractsolutions.co.uk



Stage One:

One of our Company Surveyors will contact you to arrange a visit to site in order to take accurate details for manufacturing. Please ensure that you can be present to answer any queries he may have and to clarify anything you may wish to discuss. The surveyor will aim to complete the survey as soon as arranged.

Please, be aware that our contract price allows for one site visit by our Surveyor so if return visits are necessary, additional charges may be incurred. If any part of your order involves new brick openings we will be pleased to liaise with your builder or surveyor.

Stage Two:

If your survey is as per the contract, your order will enter pre-procurement immediately upon our receipt of the survey documents, unless we ask you to sign off the survey details. Please see Step Three.

If your survey includes any changes from the original contract, we will send the survey documents to you and ask you to sign them off- that is, to confirm that the colours, styles and details of the windows shown on the survey are what you require.

Once we have received your sign-off, we will contact you to advise you of any cost variations and then the order will be placed on hold until we receive your agreement to these.

Our delivery times commence from agreement of survey details or cost variations, whichever is the later, so please let us have your sign-off as quickly as possible.

If you have any questions, please contact us on 0203 174 0208 or windows@dmcontractsolutions.co.uk.

Stage Three:

Following our receipt of your survey and, if required, your written agreement of survey details or cost variations, your order will be passed to our manufacturing team. They will order the materials for your windows. We will contact you to closed to the given deadline to arrange a mutually convenient delivery/collection date.

Stage Four:

Shortly before the date agreed for delivery or collection, we will contact you to ask you to settle your outstanding balance. Please ensure that we receive this in cleared funds prior to collection or delivery in order for your products to be released. We will also provide you with detailed fitting instructions to assist you or your fitter with installing the products. Please note that if the VAT rate changes, your final balance invoice will include VAT at the rate prevailing on the date of invoice.

Stage Five:

You will collect or take delivery of your DM Contract Solutions windows and/or doors. If you should have any queries regarding this, please call us on 0203 174 0208 or e-mail us on windows@dmcontractsolutions.co.uk.

