

## **INSTALLATION TERMS AND CONDITIONS**

Thank you for booking your greenhouse installation with Eden Halls Greenhouses. Please read through the following information carefully to ensure the installation process is carried out smoothly and efficiently.

It is your responsibility to ensure the following:

You must have either purchased a steel base, or have purchased a greenhouse with an integral base/base included.

- A level, flat and true concrete or slabbed base must be pre-laid in readiness
- When preparing your base please ensure you have checked the correct dimensions. These can be found in your greenhouse instruction manual. If you are preparing your base before your greenhouse has been delivered you can contact customer service to check the size that is right for your model or you can find a copy of the instructions on our website with all the relevant information.
- If you are building a concrete pad you may wish to consider allowing for drainage.
- The area/site where the greenhouse will be located must be free from any obstructions e.g. overhanging branches, power lines, manhole covers etc.
- The area should allow the building to be installed providing access to all sides. We recommend a minimum of 2ft clearance.
- Ensure you have checked whether planning permission may be required and that all building regulations are adhered to.
- Ensure you have pre-checked your garden building at least 72 hours before your installation reporting any problems to **Customer Service on 01242 676625**. This means that you must have checked that the parcels received tally with those listed on the delivery note.
- The greenhouse installation **does not** include the preparation of the site or removal of the old greenhouse. Some of the fitters are willing to offer this service but you will need to check with them and agree a price directly with them.
- Accessories other than autovents, louvres, downpipes, roof vents and cresting are **NOT** included in the installation price.
- We aim to carry out installations within two weeks of delivery however this may not be possible at all times or in outlying areas.
- Where return visits are required after job has been signed off you may incur a call out fee of £75 which will be refunded if there is a fault with product.

**If an installer is unable to carry out work on day of arrival due to the above terms not being adhered to, you will be liable to pay the installer for any additional costs incurred.**

The installer is asked to secure your greenhouse to the concrete/slabbed base. If they are unable to do this for any reason this should be noted on the Installation Sheet that you are asked to sign when they have completed the installation.

The installer is asked to leave the site clean and tidy, but is NOT required to dispose of the packaging.

If you have any other questions or would like general advice please call Customer Service on 01242 676625, option 1.

To indicate your understanding, please sign and date one copy of these terms and conditions and return them to:

EDEN HALLS GREENHOUSES LTD., THE DISTRIBUTION CENTRE, STOKE ROAD, STOKE ORCHARD, CHELTENHAM, GLOS GL 52 7RS.

Alternatively you can email: [mail@eden-greenhouses.com](mailto:mail@eden-greenhouses.com) indicating that you have read and agree to these terms and conditions. Your installation will not be booked until we have your acceptance.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
NAME (Capitals)

\_\_\_\_\_  
Date

\_\_\_\_\_  
POSTCODE