

## **INSTALLATION TERMS AND CONDITIONS**

Thank you for booking your greenhouse installation with The Juliana Group.

Please read through the following information carefully to ensure the installation process is carried out smoothly and efficiently. **Your installation will not be booked until we have received your acceptance of these terms and conditions.**

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 100% level, flat and true concrete or slabbed area must be pre-laid in readiness. (Spirit Level bubble in middle) Please note we are not able to install on porcelain tiles.
- 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 Juliana Group **Customer Service on 01242 676625** to check the size that is right for your model, or you can find a copy of the instructions on their website with all the relevant information. We do recommend that you add at least an additional 80mm to the dimensions in the instruction manual.
- 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 if delivered direct to you, 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.
- Accessories other than auto vents, louvres, downpipes, roof vents, connection kits, water butts and cresting are **NOT** included in the installation price unless otherwise stated on the installation notes.

- Promotional or free of charge items are **NOT** included in the price of installation other than those listed above.
- We aim to carry out installations within **4/6 weeks** of lead time.
- 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.
- Please confirm the installation address if it is different to the original delivery address.
- If you have purchased the Juliana Dwarf Wall and you are creating your own wall, you must ensure that it is constructed to the exact specification in the instruction manual.
- Please be aware that all ULEZ and Congestion charges will be passed on to the customer and payment is to be made on the day directly to the installer.

**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 of £250.00 for a wasted Visit.**

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.

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

Juliana Greenhouses Ltd, The Distribution Centre, Stoke Orchard, Cheltenham, Gloucestershire, GL52 7RS

Alternatively, you can email: [ukmail@juliana.com](mailto:ukmail@juliana.com) with an attached copy of your signed terms and conditions.

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Signature

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

Date \_\_\_\_\_

Post Code \_\_\_\_\_