



IMPORTANT INSTALLATION SERVICE INFORMATION

Important Points to Note

Every effort is made to ensure that things run smoothly and to your complete satisfaction, from the time that you place your order until the delivery and installation of your "Alton Greenhouse". Please do not hesitate to contact us if there are any questions that we have not answered in this leaflet. Notification of delivery will be sent out to you as soon as possible (unless a delayed delivery is requested), normally by post and usually at least one week before that date of delivery.

Access to the Site

Please make us aware of **any** access restrictions as soon as you can. This includes archways, garden gates, doors and garages. There may not be a problem with access after discussion but we would rather know in advance as we may be able to make the building in smaller sections to accommodate this.

Unfortunately we are not insured to lift sections over 4' + high walls, over buildings such as garages or to carry through the house. However should this be the only route and **you** can arrange for somebody to be on site to move the sections, then our fitters will continue with the installation once the panels are in your garden. Most of our building panels will pass through standard doorways, however some may not, but if you inform us, we may be able to make the building in smaller sections for a nominal charge.

Please allow as much room as possible around the building for ease of installation, making allowance for any roof overhang if the building is going into a confined space. If you are in doubt about anything at all then please speak to a member of our "Customer Service Team" on 01295 770795.

Base Preparation

The life of your building depends upon your base. It is important that the base is both firm and level, being either concrete, paving slabs or timber decking, all of which **must** be firm, level and completely cover the area of the base required. In addition with a Lean-To building you must ensure that the wall it is to be erected onto, is strong enough to support the greenhouse, is vertical and at right angles to the base and free from obstruction.

If the installation team cannot erect the building due to inadequate base works or cannot gain access to your garden due to restrictions or nobody is at home to let them in, then a surcharge of up to 10% of the order value will be payable.

If you cannot be available on the date of delivery our installation team will gladly continue the work at your premises. However we must have permission from you to enter your premises and a sketch/plan left on the base would be appreciated to help distinguish the orientation of the building. If there are any access problems or you feel the need to be at home or the base will not be prepared in time, please do not hesitate to call us on 01295 770795 quoting your order number and alternative arrangements can be made.

IF IN DOUBT ABOUT ANYTHING, PLEASE RING US ON 01295 770795