

**Purchases**

You are encouraged to familiarise yourself with your rights contained within the Sale of Goods Act 1979, Unfair Contract Terms Act 1977 and the Unfair Terms in Consumer Contracts Regulations 1999.

In making a purchase we require certain information such as name, address and contact details. In submitting such information, you grant us the right to provide the information to third parties for purposes of facilitating the completion of purchase.

We reserve the right to refuse or cancel your order at any time for certain reasons including but not limited to: product or service availability, errors in the description or price of the product or service, error in your order or other reasons. You expressly agree that Compact Garage Doors Limited cannot accept any liability for loss or damage arising out of such cancellation.

We reserve the right to refuse or cancel your order if fraud or an unauthorized or illegal transaction is suspected.

**Your Right to Cancel**

Orders may be cancelled only in writing, sent via Royal Mail registered post to our registered company address at Compact Garage Doors Limited 58 Long Grove Baughurst RG265NY. The following cancellation fees will apply, depending on when your notice of cancellation is postmarked and received. Within 24 hours of order: Nil 1 -3 days after order: 20% of total order 3 - 5 days after order: 50% of total order More than 5 days after order; 100% of total order.

**Colours & Finishes**

All colours are shown as a guide only due to variances in the printing process. RAL / BS colour references quoted are the nearest standard colour and may not match perfectly. All information is correct at time of publication, errors and omissions excepted.

**Availability, Errors, and Inaccuracies**

We are constantly updating our offerings of products and services on the website. The products or services available on our website may be misprinted, described inaccurately, or unavailable, and we may experience delays in updating information on the website and in our advertising on other web sites. You expressly agree that any such offer of a product or service does not constitute a legal offer capable of attracting legal consequences.

We cannot and do not guarantee the accuracy or completeness of any information, including prices, product images, specifications, availability, and services. We reserve the right to change or update information and to correct errors, inaccuracies, or omissions at any time without prior notice. Section "Availability, Errors and Inaccuracies" is without prejudice to existing statutory rights.

**Contests, Sweepstakes and Promotions**

Any contests, sweepstakes or other promotions (collectively, "Promotions") made available through the website or any printed material may be governed by rules that are separate from these Terms. If you participate in any Promotions, please review the applicable rules as well as our Privacy Policy. If the rules for a Promotion conflict with these Terms and Conditions, the Promotion rules will apply. The terms and conditions of any other "Promotions" are independent of this agreement.

**Intellectual Property**

The website and its original content, features and functionality are and will remain the exclusive property of Compact Garage Doors Limited and its licensors. The Service is protected by copyright, trademark, and other laws of both the United Kingdom and foreign countries. Our trademarks and trade dress may not be used in connection with any product or service without the prior written consent of Compact Garage Doors Limited.

## **Governing Law**

These Terms shall be governed and construed in accordance with the laws of England and Wales, without regard to its conflict of law provisions.

Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our website and supersede and replace any prior agreements we might have between us regarding the website.

## **Changes**

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material, we will try to provide at least 15 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

## **PRODUCT WARRANTY & CONDITIONS**

Compact Garage Doors Limited warrants that, during the relevant warranty period set out below, all new roller garage doors will conform in all material respects with their description and specification, be free from material defects in design, material and workmanship, and be of satisfactory quality (within the meaning of the Sale of Goods Act 1979). You will receive a copy of the operating and maintenance instructions with your door. It is important that you keep a copy of this document as it contains details about your warranty. This warranty is subject to certain exclusions and limitations as set out below. Please note that Compact Garage Doors Limited's warranty does not extend to or cover labour costs and consequential loss.

### **What's Included**

Our comprehensive guarantee covers all our roller garage doors, which are covered for Five years on parts and labour from the date of your installation.

Using Your Guarantee: In the unlikely event of any issues arising from your door installation, please contact us on **07864052066** as soon as possible and we will do the rest.

### **Exclusions**

Your guarantee does not include the following items: batteries, bulbs, fuses, sensitivity adjustments and any other consumables; or: weathering, wear and tear, scratches (howsoever caused), damage from incorrect use, negligence or accidental / malicious damage. The warranty is only valid if the door has been subject to a regular annual service. To book a service please call **07864052066**

### **Conditions**

Compact Garage Doors Limited is not liable for any fault resulting from wear and tear, wilful or accidental damage, negligence or failure to follow the verbal or written instructions. This includes any electrical external work to the product; the relocation or transportation of the product which is not conducted by the supplier; any repairs, modifications or adjustments made to the product by a third party, without the written consent of the supplier; any unusual electrical or physical stress; failure of electrical power, or any other cause which is not due to the neglect or the default of the supplier, its employees, agents or subcontractors.

### **Warranty Transfer**

An existing warranty can be assigned by the customer to another person with Compact Garage Doors Limited's prior written consent. Please write to [admin@compactgargeddoors.co.uk](mailto:admin@compactgargeddoors.co.uk) to place such a request.

If you have any questions, please call our team on **07864052066**.

## **USER INSTRUCTIONS**

Your door has been designed, manufactured and installed to the upmost standards of quality and safety. With reasonable use and care it should give you many years of trouble-free operation. It is necessary therefore, for you to familiarise yourself with the following Instructions.

### **Safety is Paramount.**

**TO ENSURE THE SAFE OPERATION OF YOUR NEW GARAGE DOOR, YOU MUST KEEP EYE CONTACT WITH THE GARAGE DOOR AT ALL TIMES WHEN OPERATING THE REMOTE CONTROL. DO NOT ATTEMPT TO OPERATE THE DOOR UNTIL ALL OBSTRUCTIONS HAVE BEEN REMOVED**

The person controlling the door shall be in full view of the door and in the vicinity of the door during the door movement and shall not be in a hazardous position him/herself.

### **Operation of the Door (Hold to Run)**

Press the switch button in the direction desired (opening/closing). When opening the door, the operation is a one press operation on the up button (once pressed door will open until set limit point). When closing hold the down button until the door has come down to the floor and release. All garage doors operating on a hold to run system that will cease movement immediately if the button is released on the way down.

### **Operation of the Door (Auto Run)**

Press the switch button in the direction desired (opening/closing). When opening or closing the door, the operation is a one press operation on the up or down button (once pressed door will open or close until set limit point).

Note that legislation requires all Auto Run doors to be fitted with a Safety Edge or Light Curtain

### **Safety Edge**

The purpose of this device is to allow the door to close by a single press of a button on the remotes rather than holding the button down. This is known as Auto Run. The safety edged consists of a tracking device that monitors the position and movement of the door and enables the closure of the door to be prevented if the door comes into contact with an object.

### **Manual Override**

All doors supplied by Compact Garage Doors Ltd come with a manual override facility which **MUST ONLY** be used in the event of a power failure or failure of the door to operate under its own power. There are two systems depending on the design of your garage. Please note that regardless of the system the override must **NEVER** be used other than in the event of power failure as stated above. If the override system is used under any other circumstances, it can cause serious damage to the door.

and its components. For ease of use the system is highly geared which means a large number of revolutions will be required to fully raise or lower the door.

**Internal Manual Override:** This is fitted if your garage has additional access i.e. a pedestrian door, located in the garage where you can enter and exit the garage without using the main garage door itself. The override system consists of a removable hand crank handle.

**External Override:** This is fitted if your garage has no means of access other than the garage door itself. The external override consists of a system of drive shafts and linkages that allow the door to be raised or lowered from outside the garage with a removable external crank handle that can only be

connected after removing a security cover with the key provided therefore preventing unauthorised access/usage.

### **Manual Override Operation**

**To Open:** Insert the motor hook of crank rod in the loop hole of the electric motor (or in the case of the external override the socket behind the locked access panel outside of your garage). Rotate the motor handle by hand and at the same time hold the rod by the other hand. The curtain opening is carried out until the last slat will reach the lower limit of the shutter box. You must not over-crank the garage door and should always leave at least one and half slats visible below the top box otherwise the curtain will move out of the guide rails. This will cause catastrophic damage if the door is operated without the slats being reinstated into the guide rails. Take caution to ensure you are winding the correct direction. If the door does not appear to move after two rotations, then try cranking in the opposite direction as it is possible that you could be lowering the door when you intend to raise it and vice versa. Cranking too far in the wrong direction will damage the door and its ability to operate.

**To Close:** Rotate the motor handle (crank rod) by hand and at the same time hold the rod by the other hand until the full closure of slats.

### **General Upkeep**

It is necessary to keep some of the garage door elements clean in order to maintain its good working order. If necessary, you should clean the doors from dust, dirt, leaves, small branches etc. except in areas which are marked as "do not open." Using a rag, sponge and non-aggressive detergents you should clean the garage door whenever you see fit. Should aggressive chemicals come into contact with the garage door you should wash them off immediately with the appropriate agents. It is recommended that in the event of ice on the garage door, that it be removed with two light blows with a soft object. You should do this before opening the garage door curtain.

### **Annual Service**

In order to ensure that your door remains safe and operating correctly It is highly advisable to have the door serviced annually. To book a service please call **07864052066**.

### **Safety Precautions**

It is important that you read the following in order to operate your roller garage door in a controlled and safe manner.

**General Safety:** While operating the roller garage door you must always be alert to any obstructions to the door. This includes foreign objects as well as people in the working area. It is your responsibility to make sure that the area is clear from all obstructions before use. Space required for the doors' operation must always be free of Persons, building structures, heating and ventilation piping etc. Obstacles or barriers must not be in the way of the curtain running. While operating the roller garage door:

- You must not interfere with the curtain in any way, including by hand or using a foreign object.
- Ensure you and others are not in the running area whilst the curtain is closing.
- Entry and exit must only be carried out when the garage doors are in the complete open position. You must never attempt to pass under a moving door. You must also ensure that the door's structure is not obstructed by a vehicle, person or obstacle in any way.
- You must not allow anyone under the age of 18 to operate the door under any circumstance. You must ensure that the remote controls are kept out of the reach of children.
- **DO NOT ATTEMPT** to use the roller garage doors if there is any visible damage or fault with any of the power cables or control devices. In case of any operating irregularities, you must stop using the roller garage door immediately and contact Compact Garage Doors Limited on 07864052066.

- The person controlling the door shall be in full view of the door and in the vicinity of the door during the door movement and shall not be in a hazardous position themselves.

Frequent opening and closing of the roller garage door when the ambient temperature is high, or continuous running of doors for 4+ minutes, can activate the built-in thermo switch. In this case, the electric motor will be blocked to cool to the operating temperature. Please allow 15 minutes for the motor to cool. Inspection and repair of the roller garage doors must be performed only by Compact Garage Doors Limited. You must not attempt to make any repairs yourself as this will null and void your warranty. If any fault is found, you must contact Compact Garage Doors immediately. DO NOT ATTEMPT to adjust, repair, reinstall or change the product structure by yourself.

### **Disclaimer**

It is strictly forbidden to tamper with any areas of the roller garage door. Maintenance and servicing should not be carried out by anyone other than Compact Garage Doors Limited. Failure to adhere to this disclaimer will result in your warranty being voided. If you have any concerns or notice any irregularities with your roller garage door you must contact Compact Garage Doors Limited immediately.

### **Contact Information**

Should you have any further questions regarding your roller garage door, we can be reached by either phone or email. To get in touch please call 07864052066, or email at [enquire@compactgaragedoors.co.uk](mailto:enquire@compactgaragedoors.co.uk)

## **OUR ETHICAL, ENVIRONMENTAL AND PRIVACY POLICIES**

### **Ethical Policy**

At Compact Garage Doors Limited we are committed to providing a quality service which encompasses the values of openness and honesty.

- We will seek to provide accurate descriptions of our products and services.
- We believe in transparent pricing, no hidden costs.
- We will provide our products and services in a Professional manner.
- We put our customers at the heart of our business, by listening and responding appropriately. Customer satisfaction is of utmost importance.
- Our products and services are safe and where appropriate all components are UKCA marked.
- We comply with all relevant UK Safety legislation.

### **Environmental Policy**

Compact Garage Doors Limited is aware that as a business we do impact the environment via waste generation.

All waste is recycled or reused, for example all bubble wrap is donated to local charity shops for packaging. Where possible scrap doors are donated to local farmers for the use as animal shelters.

### **Privacy Policy**

Compact Garage Doors Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified we will ensure that the information is held and processed in accordance with our Privacy Policy.

We may collect the following information:

Name, Address, Telephone number, e-mail.

We may provide information to third parties, but this will only be to allow us to provide you with the agreed services and products. For example, we may provide your name, address and telephone number to a contractor who is working on our behalf to install your new door.

By agreeing to purchase a product from us you also agree for your information to be used in this way.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. These safeguards ensure that we comply with the General Data Protection Regulations.

All data collected but no longer used will be deleted.

You may request details of personal information which we hold about you under the Data Protection Act 2018. If you would like a copy of the information held on you, please write [enquire@compactgaragedoors.co.uk](mailto:enquire@compactgaragedoors.co.uk)

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be incorrect.