

# Site Request Form



Company Name: .....

Sliders UK Job/Order Number: .....

Further to your request for a site visit by our Regional Technical Advisor, we need your signed acknowledgement of our policy before we can book our engineers time.

***In any event Sliders UK will require that the original installer or a representative of the installation company attend with our Regional Technical Advisor.***

Sliders UK provide a detailed fitting guide for every patio & bi-folding door we supply. In many cases where we are asked to attend site the problem with the door is due to poor installation, failure to follow key points in our fitting guide or lack of maintenance.

In the event that the reported fault with the door proves to be the result of poor fitting, mishandling or any of the specific points above, we reserve the right to recover our costs in attending site.

I agree to pay the inspection fee proforma £75 payment; this will be refunded should a manufacturing issue be identified.

In requesting this site visit, I hereby agree the Inspection Fee will be forfeited should Sliders UK demonstrate that the fault was the result of poor fitting, maintenance or disregarding the fitting guide. Sliders UK will provide a quote for any additional work required based on £15 per hour labour & 45p per mile travel from PR5. Parts will be quoted as required & should you need Sliders UK to complete the outstanding work, an invoice will be raised proforma.

***Has your installer tried to resolve?***

**Brief Description of the problem (please try to get the installer to complete this themselves)**  
**Include/attach picture evidence to your email.**

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Home Owner Name, Address (Please be aware Sliders UK will not speak with the homeowner direct and all appointments will be made through yourselves).

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The above representative will need to be authorised to receive or make further payments once the appointment has been agreed. Please note Sliders UK will request details eg. name & number for the installer/representative meeting them on site.

**NOTE:**

Without a fully completed form & adequate picture evidence, Sliders UK will not be able to proceed with your request. Email the completed form to [service@sliders-uk.com](mailto:service@sliders-uk.com). If you have any questions, please feel free to contact our team at 01772 698222 & select option 4 for after sales.

Your Name: \_\_\_\_\_ Contact Tel. Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_