

Secure 21 Ltd Terms & Conditions

We use PayPal as our payments provider:

General

If you have any comments or complaints about our website or products please contact us on sales.secure21@gmail.com or on 01455203027.

Secure21 LTD reserves the right to change these terms and conditions without prior notice. It is up to the customer to check these terms and conditions, or for any variations to these terms and conditions prior to placing an order.

Orders

All of our products are custom made. All orders are subject to these terms and conditions. If you are unsure of any aspects of our terms and conditions please contact us on the details above.

All orders are accepted on the sizes & details you provide us. Whilst we can help advise on best design & other factors, ultimately the customer is responsible for the final sizes. We will ensure that our gates & products are manufactured to the sizes you specify, however, if these are the wrong sizes for your property we accept no liability.

All custom made orders are non-returnable.

All of our prices displayed on our website are in pounds sterling and include VAT at 20%.

Secure21 LTD reserves the right to change the advertised price before you place an order.

All orders are accepted on the basis that the customer has read these terms and conditions.

Lead Times

As all orders are bespoke/custom work they will take time to manufacture. We aim to give our customers an indicative lead time when they place an order (product specification determines lead time). However, we do not guarantee delivery dates/lead times unless it is explicitly provided in writing. There are many factors in the process that are out with our control. If customers require to know lead times prior to ordering please contact us.

For custom orders our typical lead times range from 3 to 4 weeks. However, in the unlikely event of exceptional circumstances, some orders may take longer than 5 weeks.

If you require your product ASAP please contact us and we may be able to arrange a priority fabrication slot. This may incur additional, pre agreed fees.

Our lead times vary for several reasons:

Time of year – our business is seasonal and during Summer months we can be busier.

Powder coating process can take from 1 – 3 weeks depending on current workload.

Finishing times vary as some products take longer between coats.

Installation

We accept no liability for incorrectly installed products.

Gate Automation Safety Information Disclaimer:

It is important to ensure any automated gates commissioned are correctly set up and have adequate safety to avoid injury. The person/company installing the automation and commissioning the setup is responsible for the final sign off of gate safety.

Although we are the manufacturer, it is not possible for us to determine and ensure adequate safety as each setup is site & operation dependent.

This means the safety required depends on the site conditions (levels, surrounding objects, method of controlling gates etc).

There are multiple factors which should be considered:

- Crush zones (typically when a gate opens onto a solid object)
- Shear zones (typically when a gate slides across another object where an arm or similar can be trapped)
- Draw in zones (typically when a gate slides across a fixed object where the gap is large enough to 'draw' in an object of body part)
- Pinch Points/Trap Points (typically around hinges or where gaps change in size, which allow fingers to be crushed)
- Vehicle collision potential (typically when a vehicle parks too close to the gates, and is inside the swing path)
- Force testing if required (to assess how much force a gate exerts on any of the above danger zones)

Also, there are multiple ways of controlling gates. For example, hold to run/operate and fully automatic mode. The person installing the gate automation will be able to advise and assess, if required, what additional safety is recommended to install.

Cancellations & Returns

Made to measure or bespoke orders cannot be cancelled after an order has been placed and paid for. However, we may offer a part refund at our own discretion, depending on the product ordered and specification. We have multiple sizes & designs available so it is very unlikely we will be able to sell your custom made order at retail value.

Metal Gates & Rust

If your metal gate is Zinc Primed you should experience a good few years of use rust free. If the paint or powder coating is chipped/scratched you may wish to touch up the areas using a metal paint and a brush. If you damage/scratch the gate to the extent where the zinc primed layer is removed then it is your responsibility to touch up the area.

If your metal gate is not zinc primed prior to the finishing coatings being applied, you may experience some rust appearing. This is nothing to worry about and can be easily rectified.

All of our gates are primed & painted, totalling at least 2 to 3 coats of paint. It is uncommon due to the level of workmanship we provide, however, occasionally in the welded joins/areas small air pockets or awkward shapes can cause the surrounding water to rust and produce a 'brown' mark. Due to the nature of the shapes of the welds/air pockets it is difficult to ensure a 100% coverage even with 2 to 3 coats of paint. The issue is only highlighted once the gates are exposed to the elements once they are installed. To rectify this issue all that is required is to wipe the area clean (use a wire brush/scouring pad if necessary) and touch up the required area.

We will not accept liability for small areas of rust which have appeared do to above conditions and it is the responsibility of the customer to use touch up paint.

We will not accept liability for areas which are left unprotected due to customer damage/chipping/scratching.

Finishes

After you take delivery/ownership of your new gates/products it is your responsibility to ensure any metal is sufficiently coated to protect against the elements.

Disclaimer – The finishes on moving/working parts, such as hinges, drop bolts, latches etc, are not covered by any guarantees as they will endure wear and tear. It is up to the customer to maintain these items over time – a simple touch up from year to year will help keep them in good condition.

Although the finishes are not guaranteed the workmanship on the above stated areas are guaranteed against welding/workmanship

We are proud to guarantee our workmanship which protects against manufacturing defects (for example, poor quality welds)

By using our site & placing any subsequent orders you are legally bound by these terms & conditions.

Delivery

You must ensure you have received your goods before arranging an installer. We accept no liability for any subsequent losses caused from:

- Damage during transit

- Missed Deliveries

- Unforeseen delays, such as powder coating process taking longer than stated (we will update you of any delays)

We will be happy to post our products across the UK, however, some areas will incur additional postage costs. All of our delivery prices are calculated per order *usually £149 for large orders* and based on delivery address.

We reserve the right to make amendments to the quoted delivery price should there be an error with our website delivery calculator. Due to the large & heavy gates we are shipping prices can vary. If these circumstances occur with your order we will inform you of the changes and get your approval to proceed. If you do not wish to pay for the additional shipping charges we can cancel your order and refund 100% of your money. We will confirm shipping costs prior to placing your order into fabrication.

Upon delivery it is important to check your packages thoroughly for signs of damage/bumps/scrapes/drops etc.

We ensure that every gate/product is securely packaged and leaves us in a perfect condition.

Either:

REFUSE your delivery if noticeable shipping damage has occurred

OR

Take pictures immediately whilst courier is on site (with photos of vehicle/registration), state DAMAGED DURING TRANSIT on the paperwork. DO NOT sign for the goods without raising these points if your parcel arrives with visible damage. It is difficult to claim the courier company for the damage if you sign for the parcel without taking evidence or stating the damage on the paperwork.

If your gate/product is damaged please do not install them before contacting us. We are under no obligation to refund money or replace items which have been installed.

If your gate/product has a fault or is unsatisfactory please call us & email us with photos and a description of the problem and we will be happy to help.

Please check your delivery prior to arranging an installer. You must check that all required parts are present that match your order. We accept no responsibility if you arrange an installer without checking you have all of your parts required for install.

However, in the unlikely event you have parts missing we are happy to re-send these immediately.