



ON SITE EXPECTATION GUIDE

Site Preparation

Before we begin the installation, we want to ensure a quick and safe setup of your awning. It's crucial that you carefully review this guide to guarantee a smooth process.

Allow access and clear the site

To ensure a smooth delivery experience, it's important to clear and ensure easy access from the vehicle to the delivery point. Our goal is to make deliveries as convenient as possible for you, so please help us by removing any debris and ensuring there are no obstacles along the pathways. Your cooperation in informing us of any access issues, such as restricted access, gradients, or gravel driveways, will greatly assist us in providing you with a seamless delivery process.

Please be aware that our team will need adequate space around the installation site. The specific space requirements for each site and project will have been identified by our technician during their survey and communicated to the client in writing before the installation. Please ensure that any obstructions in the area are moved as instructed by our team prior to the installation. We will also take any special circumstances into consideration at this stage.



Acknowledgement

Please ensure that you have reviewed the following items. Adhering to these instructions will allow our team to perform their job accurately.

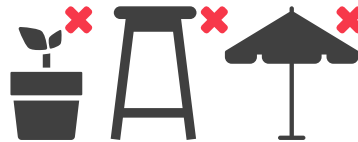
CCTV/Lighting/Alarms or other electronic items on the wall

Before moving forward with the awning installation, it's crucial to check if any of the highlighted examples create obstruction to the forthcoming install. If there's a chance of interference during the installation, it's important to relocate these items. This simple step can ensure a smooth and trouble-free installation process.



Furniture, plant pots and other items on the ground

We kindly request that you relocate these items away from the installation area to give our installation team plenty of space to work their magic. Your cooperation will help us avoid any delays or accidents during the installation process.



Moss, mould and slippery surfaces

Before the installation is started, it is crucial to ensure that there's no moss or mold in the installation area, on the ground, or on the back wall. To tackle this, we suggest using a pressure washer, an appropriate scrubbing brush, or outdoor surface cleaners. This step will ensure a clean and pristine surface for your installation, setting the stage for a flawless end result!



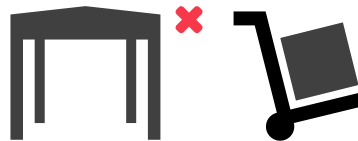
Obstructions and trip hazards

Don't forget to thoroughly inspect the installation area for any obstructions such as cables, debris, leaves, tables, and chairs. This will ensure a smooth and hassle-free installation process.



Existing systems

Before our team arrives to install your new awning system, we kindly ask that you have the old system removed, unless we have made other arrangements. This will help us ensure a smooth and efficient installation process.



Resources

We kindly request that you ensure there is sufficient power available to operate our tools, either through the use of extension cords or outdoor sockets.



I confirm that I have checked all the points mentioned above and have prepared my site to the best of my ability for the installation team. I understand that if these requirements are not met, the team reserves the right to withhold installation and schedule it for another date. In such a case, I will be responsible for reimbursing any additional costs incurred by the team due to the inability to carry out the installation on the original date. These costs must be paid in full prior to the second installation date.

Full Name	
Signed	
Date	
Installation Address	

Installation services by Olympus

We guarantee that the installation services provided will be carried out with skill, care, and diligence. The installation is also covered by a full 12-month warranty, subject to terms.

You have the right to hire another contractor to work on parts of the installation alongside our team. However, any additional work by another contractor is not our responsibility, and we are not liable for any damage or delays caused by their work.

It's important to note that we cannot accept liability for any damage or faults caused by pre-existing damage to the walls or groundwork where our products are attached.

Your satisfaction is our top priority. If you feel that the installation services did not meet the expected standard, we urge you to notify us in writing. Failing to do so may impact your warranty. Please note that this does not apply to any issues that arise after the installation.

If the installation services do not comply with the warranty, we will either redo the installation to meet the requirements or issue a refund not exceeding the original installation cost.

We will endeavour to complete the installation services within the agreed timescale, but will not be held liable for any reasonable delays due to unforeseen circumstances. No compensation will be given for inconvenience or costs due to the project running over schedule for an unforeseen reason.

This does not affect your rights, under the Consumer Rights Act 2015.

If you decide to instruct your own tradesperson(s) rather than our own installer to carry out the works, or additional works coinciding with our installation, you must ensure that these works are carried out with reasonable skill and care. In the event that our installer is unable to proceed with the installation service due to incomplete or sub-standard workmanship of the additional contractor(s), the installer will suggest one of the following:

- Complete and / or rectify the defective additional works at your cost; or
- Arrange a date in the future to carry out the installation services to allow you time to rectify the defective additional works.



Please note, it is your responsibility to ensure that the products are stored in a suitable environment until such time as the fitter is able to install the products, should the situation mentioned above occur. You will be responsible for any costs, loss and/or damage caused due to the installer being unable to carry out the installation services on the original date.

You must inform us of any known structural defects or anomalies at the location where the installation services are to be carried out which may affect the installation services.

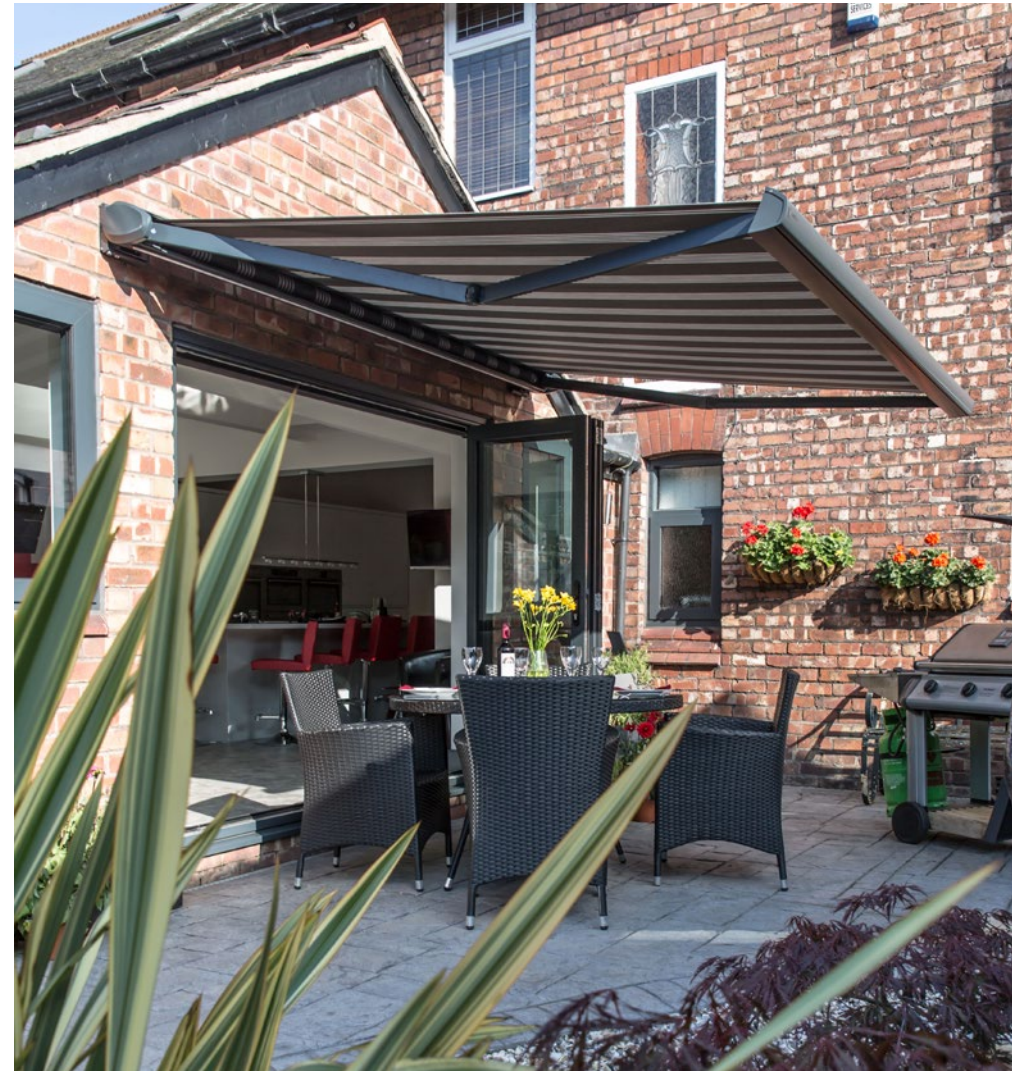
On completion of the installation services, you will be asked to sign a certificate of completion and allow us to take photographs of the completed works. If you are not happy in any way with the installation services which have been carried out, you should note this on the certificate of completion.

Provided that you comply with your obligations, we will ensure that the fitter completes the installation to the specifications discussed at time of purchase.

If, during the installation services, it appears that the walls are incapable of holding the products supplied or unsafe, faulty, flawed or of poor quality, we reserve the right to suspend the installation service until the necessary remedial works have been completed.

Whilst we will try to ensure our installers keep dust and disruption to a minimum during the provision of the installation services, you should take all reasonable and necessary steps to minimise the impact of the installation services, for example by moving breakables/delicate items and covering areas likely to be affected with dust sheets. Whilst the installers will endeavour to clean up after themselves, you should expect some dust to result from the installation services and you agree that we will not be liable for any cleaning expenses resulting from such dust.

Minor damage may occur to decor, brick, render and tiling during the installation services but you agree that we will not be responsible for redecorating or repairing any damage unless it is as a result of our negligence rather than an unavoidable consequence of having the products fitted.





ROLLER BLINDS



VERTICAL BLINDS



SKYLIGHT BLINDS



BESPOKE BLINDS



AWNINGS



CANOPIES



PARASOLS



GLASS PERGOLAS



RETRACTABLE ROOFS



BARRIERS



PLANTERS



RETRACTABLE
PARAPET GLASS



Email: costco@theolympusgroup.co.uk | Telephone: 01204 868 640