



ON SITE EXPECTATION GUIDE

Site Arrangement

Access & Site Clearance

Before the installation process begins, please review this document for a seamless and secure awning set-up. Understanding these processes is important to keeping safe and having no damage to either the awning or the building.

Please clear the area around where the awning is to be installed. The route from the delivery vehicle to the installation area must be clear, with no obstructions or trip hazards. If there is restricted access to the site, sharp inclinations, or uneven paths, please let your Olympus team know. Our team and/or delivery driver will require unrestricted space to deliver the awning system. Each site is different! Please also include images of the site to enable our team visibility of the site before arrival.



Installation Services

The Olympus Group guarantees that our installation services are covered by a twelve-month warranty, from the date of the installation, subject to terms. Our work will be carried out and completed with competency, skill, professionalism, and care.

Please note, that the Olympus team cannot be held liable for any damage, faults, or pre-existing construction problems to either the building façade or ground, where products are attached.

Customer satisfaction is our priority. From the manufacture of your awning system to our on-site work, if it is felt that our services did not meet your expectations, please notify The Olympus Group by emailing costco@theolympusgroup.co.uk – please note, that we are also happy to receive positive feedback also!

The installation process will be aimed to be completed within the agreed timescale. However, we cannot be held liable if any practical delays occur due to unforeseen circumstances. Compensation will not be provided for any unforeseen circumstance due to the project overrunning the agreed schedule. This does not affect your rights, as highlighted within the Consumer Rights Act 2015.

If your preference is to instruct an independent trade professional or install the awning yourself, please make sure that the works are carried out to a proficient and safe standard. If the third party is unable to proceed or complete the instructed installation, the Olympus team can arrange for our engineers to visit the site, at your cost, to complete the project.



Please note, that it is the responsibility of the customer to ensure that the delivered awning is stored in a safe and secure area on site, before the Olympus engineers' site visit, should the previously aforementioned situation occur. The customer will also be responsible for the cost of any lost or damaged parts of the awning, in addition to the Olympus engineer being unable to carry out the installation works, on the agreed date.

It is the customer's responsibility to inform The Olympus Group of any damaged or lost parts, before the Olympus engineers' site visit.

Upon completion of the service, the customer will be asked to complete a feedback form, which will allow The Olympus Group to take photographs of the completed works and site. If any part of our work is not satisfactory, please note this on the requested feedback form.

Our engineers will try to keep disruption to a minimum and will always be professional and polite to the customer. Our team will clean up to a standard after the completion of the installation and will also explain how to operate the awning system and appropriate extras, if applicable, highlighting the safety measures required.





ROLLER BLINDS



VERTICAL BLINDS



SKYLIGHT BLINDS



BESPOKE BLINDS



AWNINGS



CANOPIES



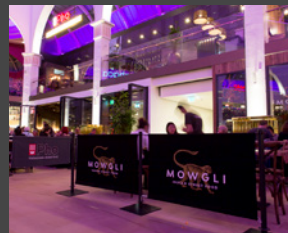
PARASOLS



GLASS PERGOLAS



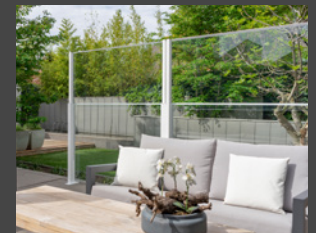
RETRACTABLE ROOFS



BARRIERS



PLANTERS



RETRACTABLE
PARAPET GLASS



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