

**Limitless Ltd Order Process and Logistics**  
Made-To-Order (MTO) Products – Terms and Conditions  
Limitless Ltd (LTL)

The following order processing and logistics sequence applies for all bespoke or made-to-order items; Light Shafts / Walk-On Glazing / Light Well Covers. Any order placed with Limitless for one of these categories of products is supplied and installed under these terms.

In specific circumstances variations to the following procedures and terms may be agreed in writing in advance.

	<b>Process</b>
1	To confirm the order please supply written/emailed confirmation quoting our LTL Quote number / date plus any internal purchase reference you may wish us to use.
2	LTL will issue an Order Confirmation deposit invoice. Please note that the deposit payment becomes non-refundable 7 days after receipt.
3	Payment of the Order Confirmation deposit signifies confirmation of the order and acceptance of the Limitless Ltd Terms and Conditions Order Process.
4	All LTL MTO Products are fabricated on the basis of a measured survey carried out by Limitless Ltd.
5	Upon receipt of the Order Confirmation deposit, LTL will issue the survey requirements to the client or clients nominated party such as an architect or builder.
6	Client / contractor to undertake and complete the preparation / enabling works based upon the LTL requirements.
7	Upon completion of the preparation works, please advise LTL that works are complete. The following drawings provide the reference details required for each type of product; Basement Light Shafts – BLS Survey Requirement Internal Light Shafts – ILS Survey Requirements Walk-On Glazing – WOG Survey Requirements Light Well Covers (Opening and Fixed types) – LWC Survey Requirements
8	LTL will undertake a final measured survey within seven calendar days of notification.
9	If the survey dimensions of the as-built project differ from those detailed in the LTL quotation, we reserve the right to adjust the price accordingly and re-issue the quote for approval.
10	Following completion of the survey LTL will issue a Fabrication Stage payment invoice.
11	Drawings and Fabrication will commence upon receipt of the Fabrication Stage payment invoice. Please note that the fabrication payment becomes non-refundable one week after receipt.

12	Unless otherwise agreed fabrication will be completed within eight weeks. One week prior to completion LTL will notify the client of the first available delivery date.
13	The order will be delivered and installed in the client's selected location on the agreed date.
14	In the event that installation is delayed by the client LTL reserve the right to charge storage costs for the fabricated unit. LTL will only store fabricated goods on LTL premises.
15	LTL requires the installation to be signed-off on the day of completion by a person duly authorised to do so by the client. If a representative of the client LTL contracted with is not present on site to Sign Off on the completed installation, LTL will assume that the installation has been completed correctly.
16	With Basement Light Shafts, it is the responsibility of the client to ensure efficient drainage in the light well(s) and the water tight seal of the basement window(s).
17	In the case of Walk-On Glazing products responsibility for achieving a watertight and weathertight seal lies with the client /client contractors.
18	Limitless Ltd will install and fix the quoted product(s), responsibility for internal finishes and decorating lies with the client /client contractor.
19	Upon completion of the supply and installation LTL will issue the Balance Invoice.
20	The final Balance Invoice is due upon presentation unless otherwise agreed in advance.
21	All goods remain the property of Limitless Ltd until paid for in full.
22	The maximum liability is limited by the value of our contract. Limitless Ltd will not accept consequential loss.
23	Minor remedial item/s (usually referred to as snagging) will be attended to following the payment of the Balance Invoice. 5% retention of the Balance Invoice is only acceptable if any remedial item/s (snagging) has been agreed.
24	LTL will issue a warranty and glass certificate (where applicable) only after payment has been received in full. In respect of contracts that include an element of retained payment (retentions) responsibility for the goods will pass upon payment of the practical completion invoice. The product warranty is treated in the same way.
25	LTL reserve the right to cancel any order at their discretion.
26	LTL will respond to any service call within two working days and we will aim to visit within 10 working days.
27	It is the explicit responsibility of the client to ensure that the product/s that is supplied and installed by Limitless Ltd meets their requirements and complies with any pertinent regulatory standards that may apply in their specific case.
28	Limitless Ltd contracts are subject to the law of the country in which the office of the company issuing this contract is situated.
	<b>Additional Cost Items</b>
	Please note additional costs will be incurred in the event of any of the following:
A	If the preparation / enabling works are not complete at the time of survey. A second survey charge of £375.00 will apply unless otherwise advised.
B	Single-person service charge; £ 375.00 per day.

	Two-person service-charge; £ 575.00 per day. In the event that other non-service work can be carried out during the same day Limitless Ltd may elect to pro-rata this charge accordingly.
C	If any of the critical parameters included in the final specification are altered after survey prior to delivery, a re-fabrication cost will apply. Please note that the re-fabrication cost is likely to be substantial – at least equal to the fabrication stage payment.
D	If the site is not ready for installation or installation cannot proceed for any reason a second installation charge of £650.00 will apply unless otherwise agreed.
E	In the event that LTL have to store the fabricated unit/s on their premises a storage charge may be levied. This charge will be based upon the size of the unit/s concerned.
F	If LTL incur additional unplanned expenses as a result of changes and issues at the installation location, these items will be charged.
G	LTL will remove the installed unit at the clients request to provide access as required. The standard prices for this removal and reinstatement service are as follows: Remove and reinstate in a single day/visit: £ 700.00 Excl VAT Remove and then reinstate at a later date: £ 950.00 Excl VAT
	<b>Weather</b>
	Many of the products supplied by Limitless Ltd require good weather to complete the installation correctly. Limitless Ltd will always use their best endeavours to complete the installation as agreed. However, if Limitless Ltd deem that the current or forecast weather conditions mean that an installation cannot be completed successfully the installation will be postponed.

**Condensation:**

Under certain circumstances condensation may appear on the underside of the glass cover of the Light Shaft. This is the result of a combination of climatic conditions, relative temperature and humidity levels either side of the glass. Condensation is not a product fault and is not covered by the guarantee.

Experience has shown that a tanked, concrete light well with a benched, concrete base and efficient siphonic drainage will reduce the probability and amount of condensation.

If you have an existing light well into which you wish to install a Basement Light Shaft, we will happily provide an assessment of ventilation and drainage. A recommended light well plan and section may be found as a download on the 'Light Shaft' page of our website.

**Loadbearing:**

Our standard laminated cover is fully compliant with European standards for pedestrian load bearing. It is not vehicle load bearing, do not drive over it.

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