



# VELFAC HOUSEBUILDING BUYING PROCESS 2019

**VELFAC.co.uk**

Modern aluminium/wood windows  
from VELFAC

**VELFAC®**

WINDOWS FOR LIFE



## PRE ORDER

1) GET IN CONTACT  
WITH VELFAC**WHAT WE NEED FROM YOU:**

- First contact us by phone, email or visiting our High Wycombe office to tell us about your project and your ideas to realise it  
(Tel: 01223 897 185 / E: [housebuilding@VELFAC.co.uk](mailto:housebuilding@VELFAC.co.uk))
- Let us know your availability for a face to face meeting with one of our Window experts to discuss your project specification requirements

**WHAT VELFAC WILL PROVIDE:**

- Advice on the best product solutions
- Inspiration and images of other projects
- Value engineering to meet your budget and deadline

## 2) COST ENQUIRY

**WHAT WE NEED FROM YOU:**

As much info related to your project as possible. This should always include:

- opening functions
- style
- performance specifications
- desired lead time

Architectural elevations, floor plans, sections and window schedule if available

**WHAT VELFAC WILL PROVIDE:**

- A team of experts will assess your enquiry and provide a **bespoke quotation** specifically made to your requirements including marked up drawings of your project

## 3) QUOTE

**WHAT WE NEED FROM YOU:**

- Review your quotation and the attached design guide
- Contact a VELFAC approved joiner for installation costs and advice (optional)

**WHAT VELFAC WILL PROVIDE:**

- Our external sales team will meet with you to walk you through the bespoke quotation & discuss any items in abeyance

## ORDER COORDINATION

4) ORDER  
PLACEMENT**WHAT WE NEED FROM YOU:**

- When you are happy to proceed, place your Letter of intent or Purchase Order to secure the order

**WHAT VELFAC WILL PROVIDE:**

- **Receipt of Order** confirmation containing :-
- Terms and Conditions of Sale
- What information is required as **Full & Final** to progress your order

A Project Co-ordinator will contact you within 48hrs to make introductions, discuss any urgent requirements and to arrange for a face to face on site meeting, if required.

## 5) FULL &amp; FINAL

**WHAT WE NEED FROM YOU:**

- You will need to provide full and final information as outlined in your **Receipt of Order** confirmation

**WHAT VELFAC WILL PROVIDE:**

- We will assess your **Full & Final** information. Your appointed Project Co-ordinator will visit you on site and obtain confirmation of your requirements

6) ORDER  
FINALISATION**WHAT VELFAC WILL PROVIDE:**

- We will finalise your order and send you the **Paperwork for approval** prior to manufacture

**WHAT WE NEED FROM YOU:**

- Thoroughly check your order and return your **Acceptance Of Order Checklist** to your Project Co-ordinator

## MANUFACTURING AND DELIVERY

### 7) MANUFACTURE



#### WHAT WE NEED FROM YOU:

- Relax, while VELFAC manufactures your brand new bespoke windows



#### WHAT VELFAC WILL PROVIDE:

- **Confirmation of Manufacture** with your products delivery week

### 8) DELIVERY



#### WHAT WE NEED FROM YOU:

- Get ready for the delivery of your products in accordance with your **Confirmation of Manufacture** document.



#### WHAT VELFAC WILL PROVIDE:

- Your windows will be delivered by VELFAC
- VELFAC will call you 1 week before to agree on a designated delivery day.
- Your products will be covered by VELFAC 12 year product warranty

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WINDOWS FOR LIFE

### 9) INSTALLATION (OPTIONAL)



#### WHAT WE NEED FROM YOU:

- You can choose to install your products yourself or contact a VELFAC House Building approved Joiners for an installation quote.

**[Click to see installation videos](#)**

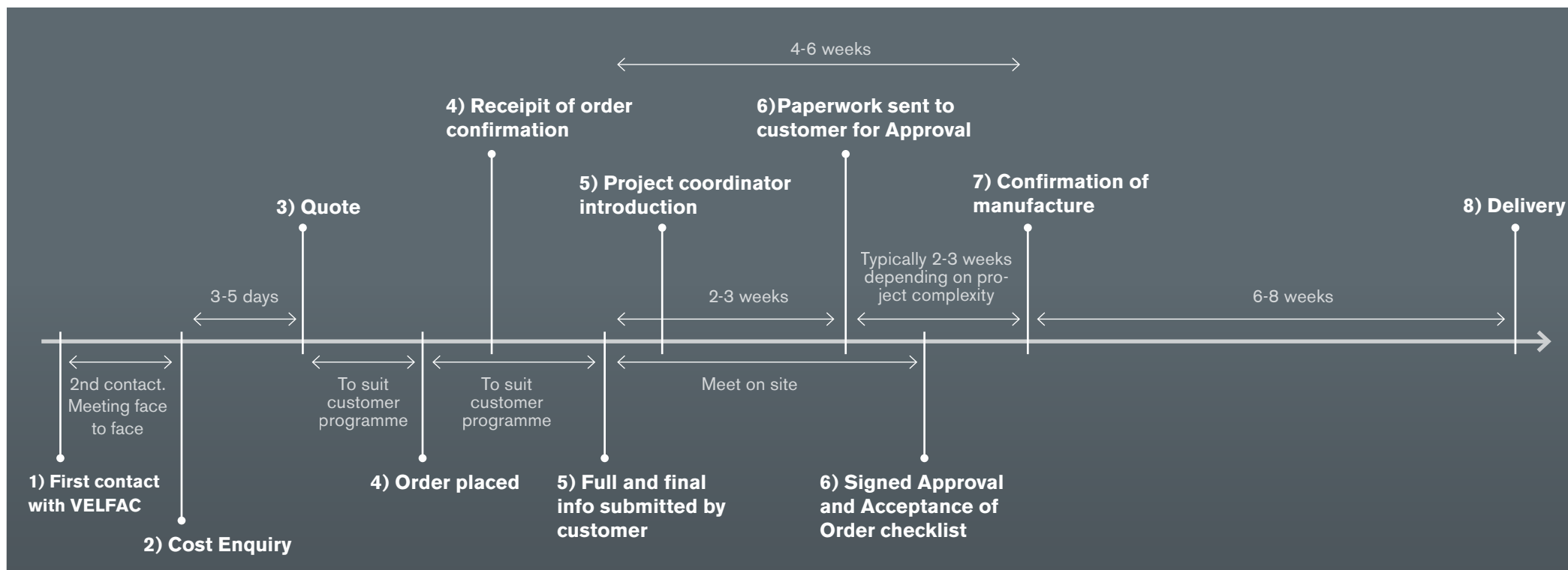


#### WHAT VELFAC WILL PROVIDE:

- Choose VELFAC approved Joiners to make sure the installation is performed to the highest standard and you will receive 6year installation warranty backed by VELFAC

# TIME LINE AND PROCESS QUICK VIEW

## ← VELFAC ACTIONS



## ← CUSTOMER ACTIONS

Typically 10-14 weeks\*\*

**PRE ORDER**

**ORDER COORDINATION**

**MANUFACTURING AND DELIVERY**

# VELFAC HOUSEBUILDING TEAM

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