

Company Policy

Policy of service

All products and services supplied by Highland Gates remain the property of Highland Gates, until full final payment has been received.

Highland Gates reserves the right to refuse the supply, installation or service to any work which it believes may be unsuitable or unsafe.

Policy of charges

All estimates for work will be provided by written quotation via email.

All works which include the supply or installation of high-value items will require a deposit to be paid before any works will be carried out.

Payment for final invoices is due upon receipt or on the day of work completion.

Highland Gates does not offer credit accounts or delayed payment services.

For any works that require "fault finding" or diagnostics of failure, for either out of warranty products, or products not supplied or installed by Highland Gates, a surcharge and hourly rate will become applicable upon final determination of product malfunction/failure.

Our current charges are as follows:

- Initial call out and first hour: £120.00 + VAT
- Hourly rate thereafter: £80.00 + VAT

If the product/device is repairable at the time of visit Highland Gates will provide a written quotation to the customer for the cost of further works needed.

If the product/device requires replacement Highland Gates will provide a written quotation to the customer for the cost of further works needed.

Products that have been made or cut to measure (such as gates, posts etc.) are excluded from the customer's 14 day right to cancel.