

Site Request Form



Company Name:

Sliders UK Job/Order Number:

Ticket Number:

Your Reference:

Further to your request for a site visit by our Regional Technical Advisor, we require your signed acknowledgement of our below policy before we can confirm an appointment.

All site visits require the attendance of the installer, or a representative from your company. If the installer or the representative from your company does not attend or is more than 30 mins late without advising the Regional Technical Advisor or Sliders UK aftersales team, the site visit will be cancelled and payment for site visit will not be reimbursed.

Is the site accessible and is there adequate parking for the Regional Technical Advisors vehicle?

Does the site have scaffolding or any other structural support that our Regional Technical Advisor requires PPE for?

If Yes to the above, do you have a Scafftag Certificate?

Is the product we are inspecting free from obstruction and is there adequate surrounding space to inspect and where required, access for any maintenance agreed by Sliders UK?

All site visits will be to a mutually agreed time and confirmed in writing.

Once we have received a completed and signed site request form, Sliders UK aftersales team will confirm all reported issues and areas requiring inspection via email. This email will also confirm the time, date and the time allocated for this visit.

Please provide a description of the problem (please ask the installer to complete) and attach picture evidence to your email.

Please provide the home owner name, address (please be aware Sliders UK will not discuss the issues with the homeowner directly and all appointments will be made through yourselves).

I agree to pay the inspection fee proforma £150 payment; this will be refunded should a manufacturing issue be identified.

In requesting this site visit, I hereby agree the inspection fee will be forfeited should Sliders UK demonstrate that the fault was the result of poor fitting, mishandling, maintenance or disregarding the fitting guide/s. Sliders UK will provide a quote for any additional work required based on £15 per hour labour & 45p per mile travel from PR5. Parts will be quoted as required & should you need Sliders UK to complete the outstanding work, an invoice will be raised proforma.

Without a fully completed form and adequate picture evidence, Sliders UK will not be able to proceed with your request. Email your completed form and imagery to service@sliders-uk.com. If you have any questions, please feel free to contact our aftersales team on 01772 698222 (option 4).

Your Name:

Contact Number:

Signature:

Date: