FREE UK HOMEOWNER GUIDE & PRINTABLE CHECKLIST

How to choose a window and door installer

Direct answer
Choose a window and door installer by checking their insurance, technical survey process, written specification and guarantees before you commit. Compare at least three itemised quotes line by line, walk away from same-day discount pressure or cash-only offers, and know your rights under the Consumer Contracts Regulations 2013 and Consumer Rights Act 2015.

1. Check their insurance

Window and door installation involves heavy glass units, ladders or scaffolding, and work directly on your home. Ask to see proof of current cover before work begins:

- **Public liability insurance:** Covers accidental damage to your property, a neighbour's property, or injury to a member of the public during the job. *Why it matters:* If a heavy glazed door slips onto a tiled floor or damages brickwork, you are not left chasing an uninsured trader. *What to ask to see:* A current certificate showing the exact company name, indemnity limit (commonly £2m or £5m) and expiry date.
- **Employer's liability insurance (where they employ staff):** Compulsory insurance covering injury or illness to employees arising from their work. Under the **Employers' Liability (Compulsory Insurance) Act 1969** and **1998 Regulations** (legislation.gov.uk/uksi/1998/2573/made; HSE guide HSE40, checked 24 November 2026), employing businesses must legally hold at least **£5 million** cover. *What to ask to see:* Their current Employer's Liability certificate (or confirmation if a sole trader with no employees, plus how any subcontractors are insured).
- **Product and goods-in-transit cover (where relevant):** Goods-in-transit cover protects bespoke frames and large sealed glass units while transported and unloaded at your home; product liability covers injury or damage caused by a defective product. *What to ask to see:* Written confirmation that the windows and doors remain the installer's responsibility — and insured — until safely delivered and fitted.

2. What a proper technical survey includes

A sales visit gives a budget price; a technical survey measures the building to the millimetre before manufacture:

- Brick-to-brick and reveal sizes checked for width, height, diagonals (squareness) and plumb.
- Structural check above each opening to confirm a proper lintel exists (critical on older homes and bays).
- Cill projection, threshold height and external drainage agreed (especially on bifolds, sliders and front doors).
- Opening directions, handle positions and clash checks against taps, radiators, blinds and outside paths.
- Ventilation (trickle vents), toughened or laminated safety glass zones, and wide-opening escape hinges where needed.
- Signed elevation drawings and written specification approved by you before the factory starts manufacture.

3. 15 questions to ask every installer (get answers in writing)

1. What is your full legal business name and trading address, and can you send copies of your public liability and employer's liability insurance certificates?
2. Are the windows and doors insured under goods-in-transit cover until they are delivered and fitted at my home?
3. Which exact window or door system and fabricator are you quoting, and can I inspect a full-size sample or corner section?
4. What is the whole-window or whole-door U-value for the exact glass and sizes quoted?
5. What security locks, hinges and glass specification (such as toughened or laminated panes) are included for each opening?
6. Are your fitters directly employed or subcontractors, and who supervises quality on site?
7. Will a dedicated technical surveyor measure every opening after order, and will I sign off elevation drawings before manufacture?
8. Does the quote include removing and responsibly disposing of all old frames, glass and packaging?
9. Exactly what making good is included inside and out (plaster reveals, trims, cills, mortar, silicone) — and what is excluded?
10. Do you check for existing lintels above openings, and how are any unexpected structural findings priced and agreed?
11. Is scaffolding, a tower or glass-lifting equipment needed for upper floors or large doors, and is it included?
12. What product and workmanship guarantees are included, for how long, and are frames, glass units, hardware and finishes covered separately?
13. What exact event starts the lead-time clock, and how do you communicate delays?
14. What are the payment stages, and is the final balance due only once every item is fitted, adjusted, cleaned and snags are agreed?
15. If a sealed unit mists up or a door drops after fitting, who comes out to put it right and what is your written complaints process?

4. Red flags to walk away from

- **Pressure selling and "today only" pricing:** genuine quotes reflect fabricator pricing and survey sizes, not artificial midnight deadlines or "call my manager" discounts.
- **No written quote:** refusing to leave an itemised quote or insisting both homeowners sit through a long sales pitch.
- **Cash-only or "no VAT" offers:** without a proper written contract and invoice, you have weak proof of what was agreed if anything goes wrong.
- **Refusing to show insurance:** any business working on your home should share current public liability (and, where they employ staff, employer's liability) certificates before starting.
- **Vague product lines** such as "A-rated windows" with no system name, glass build-up, whole-unit U-value or hardware spec.
- **Pressure to waive cancellation rights or skip the technical survey** before manufacture.

5. Your legal rights and what to do if things go wrong

General consumer information, not legal advice. Laws differ in some details between England, Wales, Scotland and Northern Ireland. All official links checked 24 November 2026.

14-day cancellation right for contracts signed at home

Under **Part 3 (Regulations 27–30) of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013** (legislation.gov.uk/uksi/2013/3134/part/3), contracts signed away from a trader's premises or at a distance normally carry a **14-day cancellation right** without giving a reason. **Important glazing exception: Regulation 28(1)(b)** excludes goods made to the consumer's specifications (bespoke made-to-measure windows and doors). Check whether your contract grants cancellation up until survey sign-off and manufacture.

Goods and installation quality standards

Under the **Consumer Rights Act 2015** (legislation.gov.uk/ukpga/2015/15/section/9), goods must be of **satisfactory quality** (s.9), **fit for purpose** (s.10) and **as described** (s.11). Under **Part 1, Chapter 4 (s.49)**, installation must be carried out with **reasonable care and skill**. Explanatory Notes (paragraph 105) confirm breach-of-contract claims carry a **6-year** limitation period in England, Wales and Northern Ireland, and **5 years** in Scotland.

What to do if things go wrong

- **1. Use the installer's complaints process first:** write to the installer with clear photographs, opening numbers and dates, and ask for a written plan within 14 days. Keep all replies in writing.
- **2. Escalate to ADR or an ombudsman:** if the issue is not resolved directly, check whether the installer belongs to an approved Alternative Dispute Resolution (ADR) service or ombudsman (such as the Furniture & Home Improvement Ombudsman).
- **3. Rely on your statutory consumer rights:** your rights under the Consumer Rights Act 2015 and Consumer Contracts Regulations 2013 apply regardless of any installer guarantee. Contact Citizens Advice or Trading Standards for free next-step guidance.

6. Fitting day & paperwork to keep

Walk every opening with the lead fitter before unloading to verify sizes, colours and glass against your signed survey sheet. Check dust sheets, mechanical fixings, packing under hinges/locks, perimeter insulation and neat external sealing. Test every lock, hinge and trickle vent before paying the final balance, and keep these documents together:

- Your original itemised written quote and any agreed written variations.
- Signed contract and signed technical survey drawings / opening schedule.
- Paid final invoice showing the full business name, address and date of completion.
- Written product and workmanship guarantee documents (exact durations for frames, glass, hardware and finishes).
- Care, maintenance and lock/hinge adjustment instructions, plus all spare keys.

About Windows & Doors Answered
Our advice is completely free. We're a team from the UK glazing trade. If you ask us to, we'll introduce you to up to two installers near you. In some areas, an installer may be part of the same group of companies as this site. We'll always tell you who they are first, and you're free to choose anyone you like. Send any quote for a free written check at windowsanddoorsanswered.co.uk/tools/quote-checker.

7. Printable 3-quote comparison checklist

Print this page and fill in all three columns side by side before choosing an installer. Every line below should appear clearly on a trustworthy written quote.

Item to check	What the quote should show	Quote 1 Company / £	Quote 2 Company / £	Quote 3 Company / £
Product system	Exact brand, profile system & material (not just 'A-rated' or 'premium').			
Glass specification	Double/triple, low-E, warm-edge spacer, gas fill, toughened/laminated zones.			
Whole-unit U-value	Whole-window / whole-door U-value (W/m²K) or WER — not just glass.			
Security standard	PAS 24 / Secured by Design status, multipoint locks & 3-star cylinder.			
Hardware	Handles, colours, egress/easy-clean hinges, restrictors & trickle vents.			
Colours & finishes	Exact RAL code or foil inside/out, dual-colour cost & marine grade if coastal.			
Removal & disposal	Stripping out old frames/glass and licensed removal of all waste.			
Making good	Internal plaster reveals, trims, window boards, external mortar & silicone.			
Guarantees	Ask what product and workmanship guarantees are included, and for how long.			
Lead time & trigger	Estimated weeks from a clear start event (e.g. signed survey sign-off).			
Payment stages	Clear schedule of staged payments (if any) & balance due on completion.			

Notes / snags to raise before signing: _____