Terms and conditions

Express Skylights | Version 2026-11-27-v1 | Effective 27 November 2026

Who supplies your goods

EXPRESS SKYLIGHTS ONLINE LIMITED, trading as Express Skylights; company 12686248, registered in England and Wales; VAT GB353450316. Email sales@expressskylights.co.uk; telephone 07513 069927 (Monday to Friday, 8am–4pm).

Registered office and postal correspondence address: 16 Cufaude Lane, Bramley, Tadley, England, RG26 5DL. Registered office only; not a showroom or customer collection facility. Authorised goods-return destination: Titan Bramley, Unit 16 Cufaude Business Park, Cufaude Lane, Bramley, Tadley RG26 5DL.

These terms cover consumer purchases of stock skylights/lanterns, configured bi-fold doors and other bespoke goods agreed in writing. A consumer buys wholly or mainly outside their trade or profession; choosing a trade price or a business-style email does not alone remove consumer rights. Business orders require separately agreed terms and applicable legal protections.

Your order and contract

Check the goods, specification, quantity, total VAT-inclusive price and delivery arrangements before submitting. Standard stock sizes are not custom-made simply because you select a size or colour from standard options. Bespoke enquiries are not orders.

Your paid checkout submits an order offer; a separate express written order-acceptance confirmation forms the supply contract. A payment receipt is not that acceptance. Genuinely made-to-specification goods require specification and supplier approval before manufacture. If we cannot accept, we promptly refund payment. After Stripe confirms payment, we send a payment receipt, VAT invoice and saved order details and terms by email. That receipt records payment and receipt of your request; it does not replace our separate express written acceptance or authorise bespoke manufacture.

You can correct details before payment or contact us promptly about an error. No optional extra is preselected or charged without express agreement. The final payment button clearly identifies the obligation to pay. Payment is via secure Stripe-hosted Checkout in GBP using the payment methods available there. No subscription or recurring payment is created.

Supply only, measuring and installation

Installation, structural/site work and kerb construction are not included. You must check dimensions and suitability with a competent installer, and follow applicable installation guidance. Titan EDGE internal-kerb and external-kerb dimensions are separate variants and no conversion is inferred; Titan S1 uses external kerb dimensions. For configured doors, confirm finished opening, dimensions, threshold and opening direction before approval.

These customer responsibilities do not exclude our liability for defects, misdescription, incorrect information we provide or other non-excludable liability. We do not exclude death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or statutory consumer remedies. No blanket waiver applies because a product has been installed.

Price and delivery

Prominent goods prices include VAT at 20%; ex-VAT trade equivalents are labelled. Delivery is £120 including VAT (£100 net + £20 VAT) once per non-empty order, including mixed products and quantities. No delivery charge applies to an empty basket.

Delivery is limited to the 14 listed regions and postcode coverage is checked before online payment. Any

genuine address/access surcharge must be disclosed and expressly agreed before the order is placed, not imposed after payment or merely before dispatch. If it cannot be agreed, do not proceed with the real order. See Delivery for lead times, risk and delay remedies.

Cancellation, faults and warranties

The Returns and cancellation policy and model cancellation form below form part of these terms. Standard-stock consumer distance orders have statutory cancellation rights. Only genuinely made-to-specification or clearly personalised goods are exempt from change-of-mind cancellation; fault remedies remain. An exemption must be specifically identified before checkout and in the saved confirmation.

Express Skylights offers a warranty for Titan EDGE skylights and Titan S1 roof lanterns: 10 years for materials, 5 years for sealed units and 25 years for powder coating.

Configured bi-fold doors have the existing one-year offered warranty, separate from skylight warranties. Statutory rights are independent of, and unaffected by, commercial warranties.

Saved terms and complaints

This is version 2026-11-27-v1, dated 27 November 2026. New orders save the exact contract-policy text and accepted version; a paid-order confirmation can be downloaded and saved. A link to a policy that later changes is not a substitute for the saved copy. After verified payment, our customer email includes the saved accepted terms, order details and links to download the VAT invoice and order confirmation. We supply contract and statutory information on a durable medium within a reasonable time and no later than delivery.

For complaints contact sales@expressskylights.co.uk or the company correspondence address. We will consider the facts and statutory remedy; you may seek independent consumer advice. No unsupported ADR membership is claimed. English and Welsh law applies subject to mandatory protections where you live. Consumers may use the courts available under applicable jurisdiction rules; these terms do not require consumers elsewhere in the UK to sue only in England.