



Protecting Britain's homes for  
20 YEARS®

# Rockdoor New Faster Lead Time



## Improved Lead Time

We're delighted to be able to report that we're continuing to make meaningful headway to reduce Rockdoor lead times, and that we are currently able to fulfill orders quicker than ever before.

To achieve this lead time we must immediately action every order as soon as it's placed to make sure certain components reach us in time, but we also understand that orders can sometimes be placed in error and that customers occasionally change their mind.

To give you a safety net, we can offer a **2 hour cooling-off period** without any impact on the lead time.

After this time, the unique made to measure door will start its journey through production and commitments will be made to our suppliers. Beyond the **2 hour mark**, we will therefore not be able to cancel or amend the order in any way.

We kindly advise that if you are making commitments to your own customers that are governed by any consumer cooling-off regulations such as FENSA, please make sure they've expired before you place their order with us.

In the shorter term we will do everything we can to accommodate any unforeseen changes you wish to make (where possible), but we wanted to let you know this service will only be available until the **31st May 2017** when the policy will come into full effect.

Thank you

**Rockdoor Team**

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