

# The Installer

## Features – Coming Soon in The Installer

### Here you will find a list of The Installer Magazine's core features.

We commission articles and accept submissions. We are always happy to discuss submissions with potential contributors. We will require a brief synopsis of the feature idea by email to the editor along with full contact details.

We would be obliged if contributors also provide suitable photography and/or illustrations.

TheInstaller.pro sources news from the industry and from outside the industry.

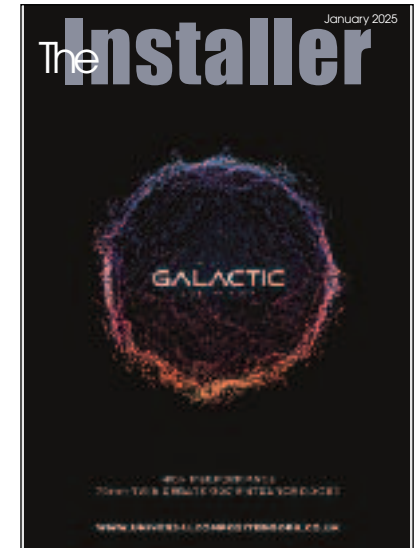
We believe those writing for us deserve maximum exposure and thus features first published in the Magazine, are subsequently re-purposed to appear on TheInstaller.pro

The Installer is the only industry publication that runs externally sourced features specifically on business best practice principles covering everything from insurance through to health & safety and training.

Please direct correspondence and feature synopses to [brian.shillibeer@profinder.eu](mailto:brian.shillibeer@profinder.eu)

Please direct press releases to [installer@profinder.eu](mailto:installer@profinder.eu)

May  
Aluminium Systems  
Commercial Installations  
June  
FIT Show Review  
Heritage Windows & Doors  
IT & Marketing  
July  
Doors  
Conservatories & Rooflights



WINDOWS & DOORS - REIMAGINED

## DECORIO

FREE LOCAL LEADS

INTERNAL COLLECTION

Decorio is where art-deco elegance meets 21st century performance. A fusion of tradition and innovation, Decorio internal and external windows and doors deliver industrial steel look aesthetics with unmatched durability and efficiency.

- Affordable steel look aluminium
- Internal & external windows, doors, sliding & screens
- Art-deco inspired hardware range
- Thermally broken aluminium profiles
- Sliver slim sightlines
- Marketing support & integrated sales contact
- Nationwide delivery

Discover Decorio today - Call us today: 01253 888 222 or email: [info@decorio.co.uk](mailto:info@decorio.co.uk)

The Installer

### ADVERTISE HERE

For the **HIGHEST & BEST** results in the market & proven return on investment

Easy to follow reports

Track your office through instantly

Attract more enquiries than any other publication

Scan the QR code or email [advertise@profinder.eu](mailto:advertise@profinder.eu)

The Don Waterworth Technical & Legal Column

## Make Sure Your Contract Protects You

Part 3

Can I sue your contractor? Will be Don Waterworth, The Installer's Technical & Legal expert's first question should a dispute arise. Are your terms and conditions up to scratch will be the second. In Part 3 of this series, Don says that if your contract is not up to scratch or your work is poor, you are likely to be prosecuted under the Consumer Rights Act 2015.

**10 years ago, the Consumer Rights Act 2015 came into being, writes Don Waterworth.** Unfortunately, due to a lack of manpower of many trading standards offices, the Consumer Rights Act has not been widely enforced by those offices. However, this does not mean it is not law - and if a consumer pursues a case, the local trading standards office is likely to call in someone like me...

...You want to avoid that at all costs!

**Know the law**  
I can only advise good, honest installers to familiarise themselves with the basic requirements of the Consumer Rights Act and know their rights. You should know your rights as well. **Don.**

Some customers are reading up on the Consumer Rights Act and know their rights as well. **Don.**

to install with some detail; set out the price the customer is to pay absolutely clearly and provide a set of terms and conditions including a provision for ADR (Alternative Dispute Resolution).

**One chance to fix a mistake**  
You should also be aware that you only have one opportunity to rectify a defect upon completion of an installation. You do not have the right to return to the property time and time again unless the customer allows.

Some customers are reading up on the Consumer Rights Act and know their rights as well. **Don.**

14 | The Don Waterworth Technical & Legal Column | The Installer