

Terms and conditions

Last updated 13.10.2024

Terms and conditions – Sparwindows.co.uk

These are the terms and conditions on which Sparwindows (“**we**”, “**us**”, “**our**”) agree to sell products to customers (“**you**”, “**your**”). These terms and conditions are updated from time to time, so please check back on regular a basis.

The version of the terms applicable to your purchase will be the one in force at the time you place your order.

1) About us

Sparwindows.co.uk is owned and operated by Sparwindows Limited, a limited liability company incorporated under English law with company number 10421796 which has its registered office on Ord Road, Tweedmouth, Berwick-Upon-Tweed, Northumberland, TD15 2XU. Our VAT number is GB255301530.

You can contact us by emailing: info@sparwindows.co.uk or telephoning: 0178 473 0790.

2) Ordering

Placing orders

You can add products you wish to order into your website shopping basket by clicking “Add to Basket” next to the products concerned. By clicking on “Continue to Basket”, you can check which products you have added to shopping basket, and view the price of those products.

Once you have selected the products you wish to purchase, and accepted these terms and conditions, you should continue to the payment page where you can submit and pay for your order. You can cancel your purchase right up to the point at which you complete payment.

Once you have paid your order will be binding and, once we accept the order as set out in section 5, contract for the sale and purchase of the products will be formed between you and us.

12 hour cooling-off period

Important! After placing an order for a made-to-measure products there will be a 12 hour cooling-off period during which you can cancel the order without incurring any cost. Orders CANNOT be cancelled or amended after that 12 hour cooling-off period has expired and you will have no right to to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or otherwise.

Orders for made-to-measure products placed during the period from 14.00 on Friday until 12.00 on Sunday cannot be cancelled or altered after 9.00 on Monday.

Requests for cancellation or changes to orders within the 12 hour cooling-off period specified above must ALWAYS be reported via info@sparwindows.co.uk. We will acknowledge your email and confirm the cancellation or change in writing.

If you wish to cancel an order for standard products which have not been manufactured to your specifications you may do so in accordance with section 10 of these terms.

3) Payment

Secure payment

Payment is to be made in pounds sterling.

All purchases made via the www.sparwindows.co.uk website are processed by Klarna and will take place via a secure encrypted connection (this is shown as a closed padlock icon on the browser's status line). Please note that our security measures do not extend to your own device, and it is your responsibility to ensure that is secure by installing appropriate antivirus and firewall software.

Payment card information, including card number, cardholder's name, expiry date and card security code, must be entered in the payment module. We do not keep information concerning your payment card, and once payment has been completed, ePay deletes all information concerning the card.

Payment for products:

The full amount is automatically reserved at the time of ordering, and the agreed amount is debited when the order is dispatched or for customised goods within 30 days of placing the order.

In the event that the payment is not successfully processed for some reason (for example, after placing the order your card or account number is changed) you must notify us immediately and we will contact you to arrange payment by an alternative method.

If payment is not made when due your order may be withheld or delayed.

When choosing bank transfer, production will only start after Sparwindows has received the full amount.

4) Information prior to submission of a binding order

Prior to submitting your order you will be provided with an electronic copy of these terms and conditions and details of the proposed order. This will include the products, their price in GBP (incl.VAT) and the total amount due, including any delivery charges and other charges/fees which are applicable. We recommend you print a copy of this information for your records.

5) Order confirmation

Once the products have been ordered, payment has been completed and we have authorised your order, an order confirmation will be sent to you by email to the address you have provided (if you do not receive your order confirmation by email please contact us by telephoning 0178 473 0790).

To ensure you receive your order confirmation email please add info@sparwindows.co.uk to your list of approved senders.

The order confirmation will be sent to the email address you stated in connection with your order. This order confirmation will contain the following:

- Name of purchaser
- Name and address of vendor (SparWindows Ltd.)
- Description of the products ordered and price in GBP (incl. VAT)
- Total amount due, including any delivery charges and other charges/fees.
- Purchase date (transaction date)
- Estimated time of delivery
- Delivery address
- Order/transaction number
- Transaction currency
- A copy of these terms and conditions
- Confirmation that payment has been completed by card

6) Prices

All product prices are quoted in GBP (British Pounds) including VAT but excluding delivery and any additional charges.

We may alter the prices on our website without notice at any time. The price you pay will be the price agreed at the time you place your order. All agreements will be in English. If you wish to view a copy of your order confirmation, you can log on to the website or request a copy by emailing info@sparwindows.co.uk.

Delivery charges depend on whereabouts in the country you live and the quantity of products you purchase.

When you have chosen products and entered your postal code, you will be able to see the cost of delivery in your overview of product and price prior to submitting your final order.

We cannot deliver products outside the UK and we only sell to consumers.

We reserve the right to cancel an order if the price paid appears to be erroneous (for example due to a problem with browser compatibility or restrictions on running the java script that is used to calculate the correct price). If this occurs we will, of course, refund you in full for amounts paid.

Credit card fee

Payments by credit card are subject to a handling fee of 1.15%. This fee will be displayed in the payment window when entering your card information.

7) Product specifications

Products may vary from their pictures

The images of products on our website are for illustrative purposes. We have made every effort to display the products and their colours accurately, but we cannot guarantee that your display accurately reflects the colour of the products. Accordingly, your product may vary slightly from those images.

Dimensions

The dimensions of our products are always stated as the external frame dimensions of the product. The dimensions always appear as width x height.

We are continually developing our product line and reserve the right to modify the design and configuration of any products and to change the materials used at any time without notice. Please therefore check the dimensions and materials before placing an order.

Please note that products which are ordered at different times may not be produced using the same methods or materials or to the same specification, meaning they will not necessarily be identical.

Where you are ordering bespoke products, it is your responsibility to ensure that all measurements you provide are completely accurate.

Installation

Important! We only supply products and do not provide any form of installation services or advice.

The correct method of installation will depend on several factors, including the layout and materials of your property. For this reason, we do not provide installation instructions.

The products should only be installed by suitably qualified and experienced professional, and we recommend consulting your installer on the products you intend to purchase before placing an order.

8) Delivery

The products will be delivered to address stated in the order confirmation by our appointed carrier.

Important! Delivery only includes unloading the products off the side of the delivery vehicle onto the pavement or path as close to your property as is reasonably possible. It is your responsibility to ensure that a heavy goods vehicle (27t truck) can drive all the way up to the specified delivery address and that access is not obstructed.

We will provide you with reasonable notice of when delivery is expect to take place. In the event that you are not present at the time of delivery, delivery will be deemed to occur by the unloading of products in your absence.

Any waiting time, unloading delays or failed delivery which you are responsible for will result in you having to pay additional delivery charges (at the carrier's applicable rates).

Once your order is ready for delivery, our forwarder will contact you to agree upon a date and time of delivery.

Please note: You will need to be present to sign for the delivery.

9) Damage in transit and other damages

Damage to the products in transit or, if applicable incorrect quantity of products must be reported to us by emailing info@sparwindows.co.uk without undue delay and preferably within 24 hours of delivery taking place.

On delivery, you must check the products for transit damage before signing for receipt of the products. To do this, you should check whether the packaging has been broken or whether there are other visible signs of damage, as well as whether the number of units ordered corresponds to those delivered. You must be careful not to damage or open the packaging and/or the pallet yourself when checking for transit damage.

10) Time of delivery

Your order confirmation will include a delivery date or window. Please note that this will be an estimate only. If you have ordered bespoke products these will be not be carried as part of our usual stock and will instead be produced specially for you according to the measurements you have requested. Accordingly there may be additional delays due to manufacturing lead times.

Provided that delivery takes place within than 4 weeks of the estimated delivery date it will be regarded as being on time, and you will not be able to a claim for any delay. If we expect delivery to be delayed by more than 4 weeks then we will contact you to inform of the new delivery date.

Because of the risk that delivery could be delayed, you should not schedule or commit to any third party products or services (such as hiring tradespersons) until after the products have been delivered. We will not be responsible for any third party costs (including

cancellation or call-out fees) which result from any delay or failure to install the products on time.

Delays that arise due to fault on your part or due to circumstances outside our control (or example industrial strikes or lock-outs, transport disruptions, breakdown of machinery, material, order processing and manufacturing errors, in addition to delays on the part of sub-suppliers) cannot be the subject of a claim for compensation.

11) Right of cancellation

Loss of right to cancel on purchase of bespoke/made-to-measure products

When purchasing products online, as a consumer, you normally have a right to cancel the contract within 14 days of entering into it. However, this right will not apply to bespoke products which are manufactured to your particular specifications and dimensions.

We have a high-tech and fully automatic order and production system which means that production and manufacture is commenced automatically after you submit an order. As a result, once the 12 hour cooling-off period described in paragraph 2 has expired, you will have no right to cancel a bespoke product.

If you purchase a mixture of standard 'off the shelf' products and bespoke products, your right to cancel (set out below) will only apply to the standard products.

Right to cancel orders for standard products

If you order a standard 'off the shelf' product, you will have 30 days from the date on which you take delivery of such products to cancel your order. This is in addition to your normal legal rights as a consumer.

The right of cancellation does not mean that you have an unconditional right to receive a full refund for any item that is returned. If a standard product has been handled in such a way that it has reduced value or no value, you will not have the right to a full refund of the purchase price.

In order to get a full refund of the purchase price on a standard product, you must return the complete product in its original condition and packaging. Any signs of use, damage or wear and tear will result in a reduction to the refund.

The original packaging can be a significant part of the product's value. We therefore recommend that you return the original packaging. The absence of original packaging often results in a reduction of the sales value and, as such, a reduction to your refund.

In the event that the product has been fitted, installed and/or used and we reserve the right to reduce the amount refunded by an amount that corresponds to the reduction of the value of the product.

How to return standard products

If you change your mind about the purchase of a standard product and wish to exercise your right of cancellation, you must notify us to this effect no later than 30 days after the date on which you received the products in question. Notification can be provided by filling in the return form here ([cancellation form](#)) and emailing it to service@sparwindows.co.uk, alternatively you can contact us by phone on 0178 473 0790, or by writing to SparWindows Ltd, Ord Road, Tweedmouth, Berwick-Upon-Tweed, Northumberland, TD15 2XU.

Once you have notified us that you wish to cancel, you must return the products by sending them to: SparWindows Ltd, JABS Sokółka S.A., Ul. Lotników Lewoniewskich 1, 16-100 Sokółka in Poland. The product being returned must be received by us no later than 30 days after we have received an explicit declaration that you wish to exercise your right of cancellation.

You cannot change your mind about the purchase simply by refusing to receive the products.

Delivery costs and cancellation

You are responsible for the cost of returning a standard product to us if you decide to cancel the contract.

If you have refused delivery, any costs we may incur as a result of your doing so will be deducted from the amount of any refund you receive.

Any amounts refunded to you will be credited to the card with which you paid or to your bank account after we have received the returned item and checked its condition and that you have conformed to the rules concerning the right of cancellation. Please note, we do not accept packages where delivery has to be paid for by cash on receipt.

Early termination

If you wish to end the contract prior to delivery, but have no right to cancel and we have not breached these terms and conditions, then you may still do so but you will have to pay us compensation (to reflect our costs already incurred and expected benefit of the contract) up to the amount of the total price payable for the products (including delivery). If you wish to do this, please contact us using the details set out in section 1 of these terms and conditions.

12) Warranty and the right to reject

In the unlikely event that a purchased product has a fault or does not conform to the order, you may be able to claim under the SparWindows warranty and/or exercise your legal rights as a consumer. Both of these options are explained in more detail below.

[The SparWindows warranty](#)

We warrant that, provided the products are properly maintained and serviced, the wood, aluminium and PVC will remain of satisfactory quality for a period of 10 years from delivery and that insulating glass will be of satisfactory visual quality for 5-years from delivery.

The warranty set out above is in addition to your normal legal rights as a consumer (which are described in the next part of this section 12), and our warranty is subject to the following conditions:

- Products ordered before 17 March 2015 are covered by our standard 5 year warranty.
- The quality of glass is when assessed at a distance of 3 metres, and not in direct sunlight.

Please also note that our warranty does not cover any of the following:

- minor adjustments (such as on hinges and frames);
- finishes and small scratches;
- products which, in our reasonable opinion, have not be properly maintained and/or have not been kept in good repair;
- discolouration or corrosion of metal other than aluminium;

Installation not being performed correctly by a suitably qualified professional.

In order to make a claim under the warranty, please following the process set out in the “How to Make a Claim” section below.

Right to Reject

In addition to the Warranty described above, we have a legal obligation to supply products which:

- are of satisfactory quality;
- conform to any description, sample we provide, or any model we show you; and
- are fit for the purpose for which they are usually supplied.

In the event that we breach this obligation then, depending on the circumstances, you will have the following rights:

(a) **The right to reject:** you may reject the products and obtain a refund, provided that you notify us of that breach within 30 days of delivery;

(b) **The right to repair or replacement:** even if you do not have a right to reject (for example, because there have been more than 30 days since delivery), you may require that we either repair or replace the products. We will decide whether repair or replacement is most appropriate, taking into account the costs involved.

(c) **Right to a price reduction or final rejection:** If we are unable to repair or replace the products then you will be entitled to a price reduction or to reject the products and receive a refund. Please note that, if more than six months have expired since delivery and we may make a deduction from any final refund to reflect your use and enjoyment of the products up to that point.

Please note that, when exercising any of the rights set out above, it will be your responsibility to prove that we have breached our obligations. Once you take delivery of the products, we will presume you have inspected the products and accepted that they conform to the contract.

How to Make a Claim

Please submit all claims via our page sparwindows.co.uk/complaint/ and include photographic evidence supporting your claim. When you return the products, please describe the problem in as much detail as possible.

If your claim arises after the products have been installed, and we offer to replace the products, then the cost of installing the replacement products will not be covered. Please also note that, as our suppliers, products and materials may change and develop over time, it may not be possible to provide an exact replacement, in which case we will provide you with as similarly a product as possible of an similar or equivalent cost.

If your claim is legitimate, we will of course refund your (reasonable) delivery charges. Make sure that you get a receipt for shipment so that we can refund the costs of returning the products, though please note that we do not accept packages where delivery has to be paid for by cash on receipt.

Remember that the products must always be returned in appropriate packaging. The products should be sent to: SparWindows Ltd., Ord Road, Tweedmouth, Berwick-Upon-Tweed, Northumberland, TD15 2XU.

13) Cookies & privacy policy

Information about the use of cookies on sparwindows.co.uk

By using the website, sparwindows.co.uk, you automatically accept our use of cookies.

Owner of website and contact information

This website is owned and operated by:

SparWindows LTD
Ord Road, Tweedmouth
Berwick-Upon-Tweed, Northumberland
TD15 2XU
Company No. 10421796

E-mail customer service: info@sparwindows.co.uk

Telephone customer service: (0)1784 730790

Sparwindows CUSTOMER PRIVACY POLICY

Sparwindows LTD is a company registered in England (collectively referred to as "Sparwindows", "we" or "us" in this policy).

OVERVIEW

Maintaining the security of your data is a priority at Sparwindows, and we are committed to respecting your privacy rights. We pledge to handle your data fairly and legally at all times. Sparwindows is also dedicated to being transparent about what data we collect about you and how we use it.

This policy, which applies whether you visit our websites, use your mobile device or go on line, provides you with information about:

- how we use your data;
- what personal data we collect;
- how we ensure your privacy is maintained; and
- your legal rights relating to your personal data.

General

SPARWINDOWS (and trusted partners acting on our behalf) uses your personal data:

- to provide goods and services to you;
- to make a tailored website available to you;
- to manage any registered account(s) that you hold with us;
- to verify your identity;
- for crime and fraud prevention, detection and related purposes;
- with your agreement, to contact you electronically about promotional offers and products and services which we think may interest you;
- for market research purposes - to better understand your needs;
- to enable SPARWINDOWS to manage customer service interactions with you; and
- where we have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute).

Sparks and Other Marketing

Promotional communications

SPARWINDOWS uses your personal data for electronic marketing purposes (with your consent) and may send you postal mail to update you on the latest SPARWINDOWS offers.

SPARWINDOWS aims to update you about products & services which are of interest and relevance to you as an individual.

You have the right to opt out of receiving promotional communications at any time, by:

1. changing marketing preferences via your SPARWINDOWS account;

2. making use of the simple “unsubscribe” link in emails or the “STOP” number for texts; and/or
3. contacting SPARWINDOWS via the contact channels set out in this Policy.

Web Banner Advertising

If you visit our websites, you may receive personalised banner advertisements whilst browsing other websites. Any banner advertisements you see will relate to products you have viewed whilst browsing our websites on your computer or other devices.

These advertisements are provided by SPARWINDOWS via market leading specialist providers using ‘cookies’ placed on your computer or other devices (see further information on the use of cookies in our Cookie Policy). You can remove or disable cookies at any time - see below for further information.

Sharing data with third parties

Our service providers and suppliers

In order to make certain services available to you, we may need to share your personal data with some of our service partners. These include IT, delivery and marketing service providers.

SPARWINDOWS only allows its service providers to handle your personal data when we have confirmed that they apply appropriate data protection and security controls. We also impose contractual obligations on service providers relating to data protection and security, which mean they can only use your data to provide services to SPARWINDOWS and to you, and for no other purposes.

Other third parties

Aside from our service providers, SPARWINDOWS will not disclose your personal data to any third party, except as set out below. We will never sell or rent our customer data to other organisations for marketing purposes.

We may share your data with:

- credit reference agencies where necessary for card payments;
- governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where we are required to do so: -
 - to comply with our legal obligations;
 - to exercise our legal rights (for example in court cases);
 - for the prevention, detection, investigation of crime or prosecution of offenders; and
 - for the protection of our employees and customers.

International transfers

To deliver products and services to you, it is sometimes necessary for SPARWINDOWS to share your data outside of the European Economic Area. This will typically occur when service providers are located outside the EEA or if you are based outside the EEA. These transfers are subject to special rules under data protection laws.

If this happens, we will ensure that the transfer will be compliant with data protection law and all personal data will be secure. Our standard practice is to use 'standard data protection clauses' which have been approved by the European Commission for such transfers.

How long do we keep your data?

We will not retain your data for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of data, however the longest we will normally hold any personal data is 10 years.

Our controls

SPARWINDOWS is committed to keeping your personal data safe and secure.

Our security measures include: -

- encryption of data;
- regular cyber security assessments of all service providers who may handle your personal data;
- regular scenario planning and crisis management exercises to ensure we are ready to respond to cyber security attacks and data security incidents;
- daily penetration testing of systems;
- security controls which protect the entire SPARWINDOWS IT infrastructure from external attack and unauthorised access; and
- internal policies setting out our data security approach and training for employees.

Your rights

You have the following rights:

- the right to ask for a copy of personal data that we hold about you (the right of access);
- the right (in certain circumstances) to request that we delete personal data held on you; where we no longer have any legal reason to retain it (the right of erasure or to be forgotten);

- the right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you (the right of rectification);

- the right to opt out of any marketing communications that we may send you and to object to us using / holding your personal data if we have no legitimate reasons to do so (the right to object);

- the right (in certain circumstances) to ask us to 'restrict processing of data'; which means that we would need to secure and retain the data for your benefit but not otherwise use it (the right to restrict processing); and

- the right (in certain circumstances) to ask us to supply you with some of the personal data we hold about you in a structured machine-readable format and/or to provide a copy of the data in such a format to another organisation (the right to data portability).

If you wish to exercise any of the above rights, please contact us using the contact details set out below.

General

SPARWINDOWS collects and uses customers' personal data because it is necessary for:

- the pursuit of our legitimate interests (as set out below);

- the purposes of complying with our duties and exercising our rights under a contract for the sale of goods to a customer; or

- complying with our legal obligations.

In general, we only rely on consent as a legal basis for processing personal data in relation to sending direct marketing communications to customers via email or text message.

Customers **have the right to withdraw consent at any time**. Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

Our legitimate interests

The normal legal basis for processing customer data, is that it is necessary for the legitimate interests of SPARWINDOWS, including:-

- selling and supplying goods and services to our customers;

- protecting customers, employees and other individuals and maintaining their safety, health and welfare;

- promoting, marketing and advertising our products and services;

- sending promotional communications which are relevant and tailored to individual customers (including administering the Sparks loyalty scheme);

- understanding our customers' behaviour, activities, preferences, and needs;
- improving existing products and services and developing new products and services;
- complying with our legal and regulatory obligations;
- preventing, investigating and detecting crime, fraud or anti-social behaviour and prosecuting offenders, including working with law enforcement agencies;
- handling customer contacts, queries, complaints or disputes;
- managing insurance claims by customers;
- protecting SPARWINDOWS, its employees and customers, by taking appropriate legal action against third parties who have committed criminal acts or are in breach of legal obligations to SPARWINDOWS;
- effectively handling any legal claims or regulatory enforcement actions taken against SPARWINDOWS; and
- fulfilling our duties to our customers, colleagues, shareholders and other stakeholders.

What is a cookie?

A cookie is a small data file that is saved on your computer or mobile device, to enhance and simplify your visit. A cookie is not a program, but a text file, and does not contain any viruses.

The website's use of cookies

Cookies are necessary for a fully functioning website and allow us to get an overview over your visit. The data collected by cookies allows us to optimize and streamline our website after your needs and interests. Cookies remember what you have put in your shopping cart, if you have visited our site before, if you are logged in, and which language or currency you prefer. We also use cookies to better target our advertisers' ads and for sales optimization of our website.

Please see the below overview over the use of cookies on our website and our partners in this regard.

Essential cookies

These cookies are necessary for the website's user functionality to work correctly, as they maintain functions such as the content of your shopping cart, etc.

• The below are only examples

- The content of the website is stored and administrated via a CMS platform, which places cookies that remember your steps and choices as you navigate through the site and remember if you are logged on to your user account on the website.

- We use EU Cookie Law Compliance cookie script to check if you have been notified about the website's use of cookies. EU Cookie Law Compliance does not store data when it checks for the above.

Customer cookies

These cookies are used to ensure an optimal user experience, as they store information about chosen preferences for returning customers on our website. We do not store any personally identifiable data with this type of cookie.

- Videos on our website are streamed from YouTube. YouTube uses cookies to register what videos are shown and how much of the video has been watched. YouTube uses so called Flash cookies.

Analytics cookies

Analytics cookies are important for the operation of our website, as they give us data about how our customers use our website. For example, how many people visit and which are the favourite pages. We also use these cookies to help us create surveys.

These cookies can, to a limited extent, collect data that can be attributed to the specific visitor.

We use Google Analytics to analyze how customers use our website. The information collected (traffic data, including IP-addresses) is sent to and stored on Google's servers in the USA. You can disable cookies from Google Analytics here:
<http://tools.google.com/dlpage/gaoptout>

Marketing – anonymous tracking across multiple websites

These type of cookies are used to follow visitors across multiple websites and are used to build profiles that show what kind of searches have been made, or what type of websites have been visited. These cookies can store data, which identifies the specific visitor or which contains specific information about the visitor. Anonymous data can be shared with third parties:

- With 'Ad This' you can share content from our website with social networks. When you share something, Ad This places cookies that gather information about what kind of pages you have shared and on what type of social networks you share.
- Cookies from Facebook are used to show a 'like' button and information about which Facebook friends have liked the same product or post. Facebook gives access to a statistic tool (Facebook Insights), which shows information about the visitors use of Facebook.
- Cookies from uk.trustpilot.com are used to show the number of reviews, specific reviews and Sparwindows.co.uk's current rating.
- Cookies from SnapEngage (SnapABugVisit) are used to enable the live chat function on our website.

Marketing – targeted ads

These cookies can follow search- and reading habits. The gathered information is used to show individualized marketing content, such as ad banners. The use of these cookies can imply the storage and use of personally identifiable information, which is used to show customized content and/or shared with third parties for the same purpose. Any information, which is stored by this type of cookie, can be sold to third parties.

How to disable or delete your cookies

Disable cookies

You can always disable cookies on your computer, by changing the settings in your browser. To find out how to do this for your particular browser you can go to "help" in your browser's menu.

Please be aware that if you choose to disable cookies from your browser, it will prevent you from using many of the functions and services on our website, as they require that the website can remember the choices you have made during your visit.

Deleting cookies

Cookies that have been accepted in the past can easily be deleted. If you use a PC with an up-to-date browser, you can delete your cookies with the shortcuts CTRL + SHIFT + Delete

If you use a MAC or the above does not work for you, you can start by finding out which browser you are using and click on one of the following links:

Please note: If you are using more than one browser, you can delete your cookies in each browser.

- Internet Explorer

<http://windows.microsoft.com/da-DK/windows-vista/Delete-your-Internet-cookies>

- Mozilla Firefox

<http://support.mozilla.org/da/kb/delete-cookies-remove-info-websitesstored?redirectlocale=en-US&redirectslug=Deleting+cookies>

- Google Chrome

<http://support.google.com/chrome/bin/answer.py?hl=da&answer=95647>

- Opera

<http://help.opera.com/Windows/12.10/en/cookies.html>

- Safari 5.0

<http://support.apple.com/kb/HT1677>

- Flash cookies (applies to all browsers)

http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html

- iPhone, iPad and other Apple devices

<http://support.apple.com/kb/HT1677>

- Android mobile phones and tablets

<http://timeread.hubpages.com/hub/How-to-delete-internet-cookies-on-your-Droid-or-anyAndroid-device>

- Mobile phones with Windows 7

<http://www.windowsphone.com/da-dk/how-to/wp7/web/changing-privacy-and-otherbrowser-settings>

Do you have any questions?

If you have any comments or questions about our use of cookies and/or the processing of personal data, you can contact us via phone +44 1784 730790 or e-mail info@sparwindows.co.uk

14) Complaints

Complaints

If you wish to make a complaint about your purchase or your experience of dealing with SparWindows, please contact info@sparwindows.co.uk. In the event that it is not possible to find a solution, you can submit your complaint EU Commission's Online Disputes Resolution portal (<http://ec.europa.eu/odr>). When submitting a claim, you should state our email address: info@sparwindows.co.uk.

Applicable law and courts

These terms are governed by English law, and any legal proceedings arising in connection with the purchase of products must be brought in the English courts