



PAVILION SHUTTERS

Your Shutter Consultation Information Sheet

Thank you for choosing Pavilion Shutters. We appreciate the opportunity to provide a quotation for your bespoke shutters and look forward to helping transform your home.

Quote & Payment Information

Your quotation will contain a detailed set of notes outlining the measurements and stylistic choices discussed during your consultation session.

Your quote will clearly outline the total sum, including all costs and VAT, along with your required 70% deposit.

A 70% deposit is required prior to the purchasing of materials and acts as a down payment for your order. You can pay your deposit via bank transfer to the account details mentioned in your quote.

Once your 70% deposit has been paid, this begins the manufacturing process, which is either 12 weeks or 6 weeks depending on the shutter material selected.

Provider & Warranty – What To Know About Your Shutters

All shutters supplied by Pavilion Shutters are produced through our trusted partner, New Age Shutters, based in West Malling, Kent. www.newageshutters.com.

Your shutters come with a 10-year warranty covering manufacturing and installation issues.

If any issues arise relating to the manufacturing or installation, you are fully covered for any necessary corrections.

Please note that accidental or external damage not caused by Pavilion Shutters or the manufacturer is not covered under warranty. In these cases, replacement parts and a call-out charge would apply

through Pavilion Shutters or another shutter provider of your choice.

You will also receive a copy of your CAD drawings and measurements. These documents include design specifications, measurements, and installation details. We strongly recommend keeping these documents safe, as they are useful should any future repairs or replacement parts ever be needed.

Delivery & Installation Timeframes

PVC, Paulownia & Pine: approximately 12 weeks turnaround

Basswood: approximately 6 weeks turnaround (Basswood is approximately 36% more expensive than standard materials).

Once your shutters are ready, we will contact you to arrange a suitable installation date.

Most installations can be completed within one day depending on the size of your order.

We always aim to work flexibly around your schedule and arrange dates that suit you.

Important Installation Request

To help ensure a smooth and efficient installation, we kindly ask that all rooms and window areas are cleared before our arrival and that enough working space is available around each window.

If you currently have existing window fittings such as curtains, curtain poles, or blinds, we are more than happy to remove these for you during installation so your windows are not left uncovered.

Contact Information

Working Hours:

Monday – Thursday

9:00am – 4:30pm

Website: www.pavilion-shutters.com

Telephone: 07766 529 034

Email: pavilionshutters@gmail.com

Instagram: www.instagram.com/pavilionshutters

Thank you again for considering Pavilion Shutters. We look forward to helping you create a beautiful finish for your home.