

# CUSTOMER ORDERING GUIDE

**Step 1:** Order your Dortech Door.

**Step 2:** A member of the Dortech Doors team will make contact, within the next two working days, to arrange a site survey. During the survey you can tell our surveyor your full requirements for your new door. Site surveys typically take place within 1 week from point of order.

**Step 3:** A delivery date will be organised after your door design has been agreed with you within **6 to 8 weeks** for standard colour options and **12 to 14 weeks** for non-standard colours (please see below indicative programmes).

**Step 4:** Before installation, please read the preparation guide to ensure your property is ready for the door installation.

**Step 5:** Installation of the Dortech Door on the date you have agreed with our surveyor.

## Standard Colour Orders

1	Customer Information request from	x																	
2	Site Survey date agreed		x	x															
3	Clarify your requirements				x														
4	Design sign-off					1													
5	Installation date agreed						2												
6	Door production							3	4	5	6								
7	Installation date agreed												7						
8	Installation																		8
9	Customer Sign-off																		8

## Non-Standard Colour Orders

1	Customer Information request from	x																	
2	Site Survey date agreed		x	x															
3	Clarify your requirements				x														
4	Design sign-off					1													
5	Installation date agreed						2												
6	Door production							3	4	5	6	7	8	9	10				
7	Installation date agreed																		11
8	Installation																		12
9	Customer Sign-off																		12