

CUSTOMER ORDERING GUIDE

Step 1

Download and print our customer survey form. Identify the design you would like and any other requirements.

Step 2

Please refer to the measuring guide, to find out how best to measure your door opening. The measurements will not be used as exact sizes for manufacture and one of our professional surveyors will complete the final survey for production.

Step 3

Order your Dortech Door.

Step 4

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 5

An installation date will be organised after the site survey within **12 to 14 weeks** from the initial order date (please see below indicative programme).

Step 6

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

Step 7

Installation of the Dortech Door on the date you have agreed with our team.

	Week Number:	1	2	3	4	5	6	7	8	9	10	11	12	13	14
a	Customer - Survey Form	1													
b	Site Survey Date Agreed		2	3											
c	Clarify customer requirements				4										
d	Design confirmation / Design Freeze					5									
e	Installation Date Agreed						6								
f	Production							7	8	9	10	11	12	13	
g	Installation & Customer Sign-Off														14