

Ten questions to ask any window company

Reviews show how it went for other people. Before you sign, check who will make, fit and answer for your windows, whether they can sign off the work, and what protects your money if the company closes.

In short: what matters most, in order

1. Who makes, fits and answers for your windows.
2. Whether the company is registered with a scheme that can sign off the work.
3. What Companies House shows about the company and its directors.
4. Reviews, recommendations and local work: useful, but an extra.

And don't sign on the day.

#	Question	Company A	Company B	Company C
Company name				
1	Does the company name on the quote match Companies House?	☐	☐	☐
2	Which competent person scheme are you registered with, and can I check it on the scheme's website?	☐	☐	☐
3	Who will survey, make and fit my windows: your own staff or subcontractors?	☐	☐	☐
4	If a measurement is wrong, who measured it and who pays?	☐	☐	☐
5	Is the guarantee backed by an insurer, and which one?	☐	☐	☐
6	After fitting, who do I call if something goes wrong?	☐	☐	☐
7	Is my deposit protected if you stop trading?	☐	☐	☐
8	Can I cancel after signing, until when, and what would it cost me?	☐	☐	☐
9	Where can I see the windows you'd fit: a showroom, a sample or photos of recent jobs?	☐	☐	☐
10	Will you put everything you've told me in writing?	☐	☐	☐

Get every answer in writing. The full guide: [How to check a window company before you buy](#). Perfect Crystal Windows has showrooms in London and Luton, and you're welcome to [put every question on this list to us](#).