

Before you choose: questions to ask any window company

Woodgrain uPVC or real timber? Work down the list in this order. An answer near the top can change the ones below it.

In short: decide in this order

1. **Council first.** Is your home listed, a flat, or somewhere the council has removed the right to change windows? Ask before anything else.
2. **Look up close.** See both side by side, at full size.
3. **Budget.** Timber usually costs more.

#	Question	Company A	Company B	Company C
Company name				
1	Has the council said anything about windows on my street or in my building?	☐	☐	☐
2	Can I see both materials side by side, at full size?	☐	☐	☐
3	How wide is the frame from the front, compared with my windows now?	☐	☐	☐
4	Are the glazing bars stuck on, or structural, holding separate panes?	☐	☐	☐
5	For a sash window, does it run on springs or on cords and weights?	☐	☐	☐
6	What upkeep does the finish need, and how often?	☐	☐	☐
7	If the foil or the paint is damaged, how is it repaired, and by whom?	☐	☐	☐

Get the answers in writing. The full guide: [Should you choose woodgrain uPVC or real timber windows?](https://perfectcrystal.co.uk/about-us/advice-centre/upvc-or-timber-windows/) (perfectcrystal.co.uk/about-us/advice-centre/upvc-or-timber-windows/). Perfect Crystal Windows has showrooms in London and Luton where you can see both side by side.