

Staka Roof Access Hatches UK Market Exit - FAQ

1. Exit Timeline

Active sales will cease on **1st February 2024**. The UK office will remain open for the transition until **1st March 2024**. After this date, the UK office will be closed, and all contact should be directed through [our headquarters](#) in the Netherlands.

2. Online Quotes Configurator

The online configurator will go offline on 1st February 2024 and will be replaced with a Request a Quote form. This form will no longer generate an instant online quotation. Instead, our sales team in the Headquarters in the Netherlands will handle your enquiries.

3. Changes to Active Sales in the UK

While we are discontinuing active sales in the UK market, we want to assure you that potential UK customers will still be able to request a quote or purchase a Staka roof access hatch. However, there will be changes in the process and in the Terms and Conditions.

- The quotation process will be handled by our sales team in our Headquarters in the Netherlands.
- Quotes and orders will be subject to the following Terms and Conditions:
 - Quotations will be priced *ex. Works*: transportation and export costs will not be included in the quotation or order.
 - Customer will be responsible for arranging the transport of the roof hatch from the Netherlands. Please note: (method of) transport is dependent on factors, like the type of hatch (and/or ladders) ordered and the number of products ordered. Some hatches cannot be stacked and/or require larger pallets for transport. Please contact Staka in case of any questions or concerns.
 - Staka will not arrange any of the export/import procedures: all procedures and costs related to export/import are the responsibility of the customer.

4. Exit Reasons

Staka Roof Access Hatches is a relatively small company and lacks the resources to manage the complexity of the import/export and legal procedures arising from Brexit. The decision is also influenced by the fact that sales volume in the UK does not justify the investment needed to navigate these complexities effectively.

5. Existing Orders

Existing orders and orders placed before or on 29th February 2024 will be fulfilled as normal. Orders placed after this date will be fulfilled under new conditions (*ex. Works*).

6. Warranty Information

The existing warranty on our products remains unchanged. For any warranty-related matters, please note that after our exit, you will need to contact our Headquarters in the Netherlands instead of our UK office.

7. Service and Maintenance

Service and maintenance issues will be considered on a case-by-case basis, limited to warranty claims only.

8. Technical Support and Maintenance Services

For technical support and maintenance enquiries, please direct your questions to our Headquarters in the Netherlands at info@staka.com. When invoking warranty claims, kindly provide the order number, contact details, placement details and sufficient photos of the problem.

9. Returns, Replacements and Repairs

Staka Roof Access Hatches does not accept returns, except in cases of (shipping-related) damage, which will be assessed on a case-by-case basis. The process for handling returns, replacements or repairs for roof access hatches in the UK post-exit remains the same as claiming under warranty.

10. Replacement Parts and Additional Hatches

Replacement parts are only provided for warranty claims and cannot be purchased separately. For more information, please contact our Headquarters in the Netherlands. You will need to provide the order number, contact details, placement details and sufficient photos of the problem.

11. Handling Enquiries and Support

The UK office/team will remain operational until 1st March 2024 to facilitate the transition and answer any questions. After this period, all enquiries should be directed to our Headquarters in the Netherlands.

12. Smooth Transition Measures

The UK office will be open in the initial months of 2024 to facilitate the transition. Afterwards, we will ensure a smooth redirection of all enquiries to our Headquarters in the Netherlands.

13. Customer Data and Privacy

We value your privacy. Customer data related to an online quotation will be retained for a year after our exit. Customer data related to an order will be saved for 10 years after the order date due to warranty obligations.

Ordering a Staka Roof Access hatch after UK Market Exit (1st February 2024)

While we are discontinuing active sales in the UK market, we want to assure you that potential UK customers will still be able to request a quote or purchase a Staka roof access hatch. However, there will be changes in the process and in the Terms and Conditions.

1. Quotations

- The quotation process will be handled by our sales team in our Headquarters in the Netherlands. You can request a quotation through our Request a Quote form.
- Quotations will be priced *ex. Works*: transportation and export costs will not be included in the quotation or order. These procedures and costs are the responsibility of the customer.

2. Orders

- As well as the quotations, order confirmations will be priced *ex. Works*: transportation and export/import costs are not included. These procedures and costs are the responsibility of the customer.
- Staka will not arrange any transport and/or export/import procedures. Customer will be responsible for arranging the transport of the roof hatch from the Netherlands to the desired location. **Please note:** (method of) transport is dependent on factors, like the type of hatch (and/or ladders) ordered and the number of products ordered. Some hatches cannot be stacked and/or require larger pallets for transport. Please contact Staka in case of any questions or concerns.
- Staka will not arrange any of the export/import procedures: all procedures and costs related to export/import are the responsibility of the customer.