



CASE STUDY

Expert witness reports for window manufacture and installation (Windows)

The task

Window installations sometimes go wrong and sometimes the customer expectation of what they were going to receive is greater than can be delivered by any manufacturer or installer. When this happens there is a need for expert witness services to determine if the complaint is justified and to recommend or specify the remedial actions necessary.

Tangram has provided expert witness services for systems suppliers, manufacturers, installers and private clients in the area of window installation.

What we did

Tangram Technology has been commissioned by many clients to provide expert witness services. These can be either as a single joint expert (SJE) or as an independent expert for one of the parties. In either case Tangram can only accept cases as an 'officer of the court' - our first duty is to the court and not to the client.

An initial survey costs as little as £800 and provides an initial assessment of whether the manufacture and installation is of reasonable quality or not. This allows the parties to assess the relative merits of the case and if there is a reasonable case to be made.

Acceptance of a case only proceeds if the initial assessment indicates that a case can be made. On some projects the initial assessment is all that is required and the case can proceed using only this assessment. If further work is required to complete the case there will be additional charges.

Tangram reports meet the requirements of CPR 35 for accuracy and completeness.

Tangram will not accept commissions that do not have a reasonable chance of success. We have not yet lost a case that has been accepted after the initial assessment.

The benefits

- A rapid assessment of the merits of the individual case. Tangram will not proceed with any case if there is no reasonable likelihood of the case being successful.
- Expert services from one of the most respected consultancies in the window area. Tangram staff took part in the drafting and writing of many of the standards for installation and surveying of windows and conservatories in the UK and have unrivalled knowledge of the requirements and what can be reasonably expected of window manufacturers and installers.
- Concise court-ready reporting for solicitors.

More details?

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