

Everything you need to know about having new windows fitted.

www.mycustomwindows.co.uk



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Welcome from Nick

Hi, I'm Nick, founder and owner of My Custom Windows.

We've been transforming the look, feel and energy efficiency of homes all over Merseyside for over 20 years now, so if you're in the market for new windows... you're in the right place!

These days, too many companies are more concerned with profits than the product – they'll employ sharp-suited salesmen to sell you stuff you don't need, offering huge discounts that make their prices seem like a good deal, when really they're still over charging you..

At My Custom Windows, we do things a little differently. In fact, a lot differently.

What drives us is the desire to deliver the best possible service, for an honest, transparent price. We don't want you diving into your pockets any more than you have to, and we don't want you needing another new set of windows in a few years' time because our product isn't up to scratch.



We know the impact we have on family homes, day in, day out. Our work is our passion, but also our pride.

So have a read of this brochure to understand why you should trust a local company with a local representation for all your window-fitting needs.

Our products

Here are the main types of double-glazed windows we can install in your home:



Casement windows

By far the most popular window choice across the UK, casement windows are modern and versatile.

They're one of the safest types of window available, they're incredibly energy efficient, and they're great at blocking out noise from the outside world. They also don't need much more than the occasional clean to keep them looking as good as ever.

Rio windows

This type of window is seamlessly installed into the frame, offering a completely flush appearance to the exterior of your home.

This gives the outside of your home a unique look, while allowing for maximum natural light inside. Like casement windows, flush windows are secure, energy efficient, and reduce external noise, making them the perfect choice if you're looking to stand out on a busy street.





Tilt and turn windows

If versatility is what you're after, look no further than tilt and turn windows.

As the name suggests, these can be tilted inwards from the top at a 30 degree angle, or rotated inwards a full 90 degrees. They're great if you've got restricted space as they can allow for either subtle or complete air ventilation, keeping your home cool and the air fresh. The windows' single piece of glazing and ultra slim frames offer a vast view of the outdoors, and they're safe, energy efficient, and easy to clean too.

Reversible windows

Reversible windows can be rotated a full 180 degrees, providing you with all the benefits of double-glazing, while giving you full control over air flow.

They're great for properties with limited space, like flats and apartments, or for second floors within a house.

They're secure, durable, and energy efficient too.





Vertical windows

For homeowners seeking that traditional style, vertical sliding windows are ideal for you.

Our modern vertical windows are secure and energy efficient, with the added benefit of providing the timeless sash design of the past.

They're as easy to open and close as modern window.

At My Custom Windows, we only ever use products from the German company REHAU. Lots of cheaper products on the market aren't as structurally strong, secure, or energy efficient as you'd want, which is why we never use them.

By contrast, REHAU products are state of the art, providing you with windows that stand the test of time, and their commitment to sustainability makes them a great choice for eco-conscious consumers.

It's also worth noting you can choose from multiple colours for all our window types, and they all come with manufacturer's warranty as well.

Testimonials

Replacing old double glazing broken window handles that wouldn't open. From start to finish communication was excellent. Nick arrived when he said he would and worked efficiently and professionally. He gave a fair price, was friendly, got on with the job with no fuss and cleared up everything afterwards. We would definitely recommend and would use him again in the future.

Mary Beer in PR8 2AJ

MAY 20TH, 2025

New window, replacement panes, patio door fix. Punctual, honest, friendly. Very helpful and talked us through all aspects. Also very conscientious. Thank you.

Kim Curlett in L9 0JR

JUNE 6TH, 2025

Needed brick work done properly, before replacement doors could be fitted. What can I say about these two!! Absolutely fab, true honest and old school workmen. Informative, honest and experts in what they do. Having exterior doors or windows fitted is not an easy quick fit job. I knew I needed brick work fixing. Nick and Dave came out and understood what I wanted and they knew exactly what was needed. I trusted them from the get go. The end result is fabulous. I am so happy and I can't thank them enough, for restoring my faith. The good ones are out there but hard to find. Do your research, even from the recommendation sites.

Joan Williams in L20 6LK

DECEMBER 10TH, 2024

Replace some glass units, seal some windows, replace hinges.

Definitely recommend Nick and Dave, clean, tidy professional guys. Very happy with the job, no mess left, reliable and friendly. Will use again and recommend to others. Thanks again

Lauren Saunders in CH47 7AJ

MAY 11TH, 2025

UPVC window & door repairs. After trying 2 companies - one came to quote, but I never heard from them, and one didn't respond at all - Nick came when he said he would, was honest about the timeframe for the repairs and did the repairs when he said he would. Good advice, courteous, everything repaired and working fine. Will definitely use again.

Wendy Bridle in L23 0TB

JUNE 12TH, 2024

Highly recommend. Nick was on-time, polite and completed the job perfectly. I had quotes from others but not only were they more expensive they stretched the truth on how fast they could get new glass made, Nick was honest. He came over measured up the glass, gave me an estimate of when the glass would be ready and when it was contacted me to arrange a suitable time for fitting. Fitted the replacement glass without issue. Removed and tidied all the old broken glass.

Joe Hutchinson in L23 7UP

JUNE 18TH, 2024

Excellent Job! Nick and Dave provided excellent service and were very professional. Very reasonably priced and did the job to a high standard. Would highly recommend.

Heather Hughes in L31 6AE

SEPTEMBER 17TH, 2024

Misted Glass replacement. Absolutely first class professional service. Nick is an absolute gentleman. Friendly efficient service. Kept us updated on when repair could be done and was completed within weeks. Will definitely be having Nick back when we replace all our old windows in the future. Thank you.

Steve Clark in L37 3JN

JULY 4TH, 2025



Frequently Asked Questions

Where are you based?

My Custom Windows are based at 2 Highfield Grove, Crosby, Liverpool, L23 9TD.

What areas do you cover?

We cover Crosby, Liverpool, and the wider Merseyside area.

How much do UPVC windows cost?

This can be tricky to answer but I'll do my best to give you a clear estimate. This rough guide is based on a top-quality Rehau frame, A* rated argon gas-filled double-glazed units, and includes waste disposal, compliance certificates, and a 10-year insurance-backed guarantee.

As a general rule of thumb, the average cost for a fully installed window is around £750. However, prices can vary depending on size and complexity – large windows, bay windows, and arched designs will cost more, while smaller windows will be less.

Does that mean a house with 10 windows will cost £7,500? Possibly, but not necessarily. Having a higher proportion of large or intricate windows, or decorative bevels and lead work, can set you back £9,500. But if your home has mostly small windows, the price could be closer to £5,500.

For an EXACT quote – completely free and including a [digital design service](#) to visualise different colours and styles – [simply fill out our form.](#)

We don't employ salespeople or use inflated prices with fake discounts. We offer one fair, non-negotiable price from the start, so you always know exactly what you're paying.

What types of windows do you install?

We offer a full range of double glazed windows, including:

- ✔ Casement windows
- ✔ Tilt & turn windows
- ✔ Bay and bow windows
- ✔ Reversible windows
- ✔ Flush windows
- ✔ Vertical windows

Will removing the old windows damage my home?

We take the utmost care to ensure no damage is caused during window removal. Unlike other companies that rip windows out, we use a careful, methodical approach, but in the rare event any damage does occur, we'll of course take full responsibility for repairs.

Sometimes a small amount of render may need to be removed to take out the old windows and install the new ones. If this happens, we'll replace it after installation, leaving your home looking as good as new. Many companies pay their fitters per window or door, leading to rushed and careless work.

By contrast, our fitters are paid a top industry leading daily rate, encouraging them to take their time and treat your home with care. In contrast many companies pay their fitters per window or door, which can lead to rushed and careless work.

Am I covered by warranty?

Yes, everyone who purchases from us will receive a manufacturer's warranty on their new windows. You'll be provided with a full breakdown of your coverage prior to any booking being made.

Do I have to leave my house while you install?

You're more than welcome to be at home while we install – all we ask is we have enough space to complete your installation.

Do you also fit composite doors?

Yes, we have a sister company called [My Custom Door](#). You can design your own composite door, and we offer a range of composite and bifold doors as well.

Will you dispose of my old windows?

Yes, we'll ensure your old windows are sustainably disposed of and the site is left completely clean after our work has finished. We have a waste carriers licence and are registered with the Environment Agency.

Do I need planning permission for new windows and doors?

No, you don't need planning permission as new doors and windows fall within your **permitted development rights**. The only time you may need planning approval is if you reside within a "listed" building.

Do you have insurance?

Yes we have £5 million worth of public liability insurance.

Are you qualified and registered fitters with a governing body?

Yes we are registered with Assure certification.

Happy to provide proof of all documents mentioned.

The next steps

Now you know everything you need to about having new windows fitted, what do you need to do next?

Simply call or WhatsApp 0151 374 0175, or email info@mycustomwindows.co.uk, and we'll arrange a time to visit your home.