

DELIVERY & RETURNS POLICY

[Timberzone.co.uk](http://timberzone.co.uk) offers a standard delivery service where all Products (as defined in the terms and conditions of sale on www.timberzone.co.uk) are delivered within 1 to 5 working days (subject to location and courier availability). We will advise you at the time of order whenever possible of approximate delivery lead-times. Products delivered normally arrive between 9am and 6 pm, Monday to Friday. You are able to indicate your preferred delivery day, when you select your Products (not on free deliveries). We will then call you to confirm that this date is possible, or to arrange an alternative date that is convenient to you. In the unusual likelihood of a delay, we will call you to discuss alternative options.

1 For flooring deliveries we charge the following:

We offer free delivery on orders depend on value, address, product and availability, to majority of U.K. excl Scotland, Cumbria, Devon, Cornwall & Wales. For all orders under the value our delivery charges are as follows:

- London and Essex £60.00 + VAT
- Cumbria, Devon, Cornwall £95.00 + VAT
- Any area of England and Wales not mentioned above £95 + VAT
- Scotland £105.00 + VAT
- Northern Ireland £105.00 + VAT

For deliveries into Europe please call one of our sales advisors on [020 8346 0968](tel:02083460968) or email us on info@timberzone.co.uk. We also offer a Warehouse Collection option. By choosing this, the customer has to pick up the order from our warehouse located in London. Most orders are dispatched from stock with a lead time of 1-2 working days. Next day delivery can be arranged, for which a special next day delivery charge will be applied (subject to location). We cannot offer next day deliveries for orders placed over the weekend or bank holidays. All next day deliveries are subject to stock and customer address. Your order can be stored free of charge for up to 1 weeks after which there is a £10 + VAT / week storage charge per pallet.

Due to insurance guidelines, all deliveries are made to kerb side at the nearest access point to the delivery address for the delivery vehicle. You must arrange for adequate help to off-load your Products, as the driver cannot help move the products into your home.

As deliveries can be made by a large lorry or van, it is assumed that the delivery address will be accessible by lorry. If there is likely to be a problem e.g. the road is subject to a vehicle weight or width limit, please inform us at the time of your order. Deliveries will be made between 9.00 am and 6.00 pm. We are unable to give an estimate of your delivery time as all deliveries are at the couriers' discretion, but you can ask for AM / PM specified delivery for

an extra cost of £35 + VAT. Saturday delivery can be provided at an extra cost of £65 + VAT. If a courier arrives at your address and is unable to deliver on the arranged delivery date because you are not there or you do not have the help required to off load the stock, you will be liable for a re-delivery charge of £70 + VAT if you still require the Products. If the original order had a delivery surcharge then this will also apply in addition to the aforementioned re-delivery charge. If a courier arrives at your address and you refuse to take the delivery, you will also be liable for any additional direct costs that we incur as a result thereof. Every effort is made to ensure that your Products are delivered in perfect condition. In the unlikely event that any of your Products are damaged we will collect and replace the Products. Before the courier leaves your premises please check the Products to see if there is any damage and if so you should immediately report it to the courier and notify us. Claims should be made either by phone: [020 8346 0968](tel:02083460968), or email: info@timberzone.co.uk. No liability can be accepted for costs caused by late deliveries or for any other reason. Therefore, we advise against booking traders for installations until your Products have been received. Deliveries cannot be left outside in porches, garages or any other location. The terms herein do not affect your statutory rights. We always liaise with our customers after they have placed an order, to arrange delivery and to ensure that someone will be on site to receive the goods. Contact will be made by telephone and/or via email. Whilst every effort will be made to deliver the goods within the date and time frame agreed, we cannot guarantee any specific times. We therefore strongly recommend that no installation specialists should be booked until after the goods have been received.

2 When Your Order Arrives

When your order arrives, you must ensure the quantities match what you ordered. To guarantee customer satisfaction, please have your Acceptance Email (as defined in the terms and conditions of supply on www.timberzone.co.uk) to hand as it lists the materials and quantities of your order. Please examine the pallet and count each item to make sure everything ordered has been received, in particular:

- visually inspecting the condition and entirety of your delivery; and
- Making sure to note missing items or damaged materials.

DO NOT let the driver leave until you have verified the material received is in good condition and that all material has been accounted for. Any missing or damaged items must be noted on your delivery receipt. All carriers are selected through stringent guidelines for service and quality control. If you have a concern regarding delivery, please advise our customer care department immediately by calling [020 8346 0968](tel:02083460968). Failure to comply with any of the above will result in a void claim. Due to the insurance liability, we cannot accept responsibility for any damaged items signed for as "clear", "unchecked" or in "good condition".

3 Returns and refunds

All cancellation (either before dispatched) and returned goods are subject to 25% restocking charges, we will refund you the rest of amount within 14 working days of your cancellation request. If we receive a cancellation request from you and you have taken delivery of your Products, you must return the Products to us at your own expense. All returns have to be made to our warehouse address. Once these Products are returned and inspected, you will then be refunded the total amount paid (Less 25% restocking charge) for the Products, including any delivery charges incurred by you in relation to the despatch of the Products to you. This refund will be processed as soon as possible and, in any case, within 7 days of the day on which you give us notice of cancellation. We reserve the right to charge up to 50% restocking charge for the returned Product, which includes all the direct expense involved (for example- free delivery). Deliveries are calculated by weight and delivery postal code. We reserve the right to refuse returns of discrete parts of single Products contained within an order. If you wish to return any Products you must take reasonable care of them whilst in your possession. If you wish to return a Product to us for any other reason (for instance, because you consider the Product is defective), we will examine the returned Product and will notify you of our decision and of any applicable refund via e-mail within a reasonable period of time. We will usually process any refund due to you within 14 days of the day we confirmed to you via e-mail that you were entitled to a refund and, in any event, within 30 days of that confirmation email. In such event, we will refund the price of a defective Product in full, including any applicable delivery charges and any reasonable costs that you incur in returning the item to us. If you wish to return any Products you must ensure that they are packaged adequately to protect against damage. If you have opened any boxes to examine the Product we recommend that you take care with the packaging and try not to damage it, as it is specifically designed for the Product. If you fail to take care of the Products before they are returned to us, and this result in damage or deterioration, we will charge accordingly.

Please note all returns must be made within 14 days from the receipt of the goods.

Returns cannot be accepted on special order products nor any materials that been used or altered in any way. To cancel your order, you must inform us either in writing or by email:

info@timberzone.co.uk