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Retail sales

1. Quotations for supply of materials

1a. When providing a written or verbal quotation the prices offered are valid at that time, we reserve the right to change prices without prior notice. Written quotations are valid for 7 days only. If you are a trade customer we are not responsible for price changes after you have provided your customer with a quote.

1b. When asked to provide a list of materials and prices for a measured area we will provide a list of items we consider to be appropriate for the job, if these do not suit the way you intend to carry out the works we are not responsible for incorrect items. We will ask you to provide a detailed list of the items you require.

1c. Quotes are specific to you and are not valid for any other person, your quote should not be shared with any other party.

2. Sale of materials

2a. At the time of ordering all prices and specifications will be confirmed with you, you are responsible for confirming that the details are correct. An order becomes valid once full payment has been received.

2b. Any incorrect items are your responsibility. We can only advise the purpose of the materials we are not responsible for the particular purpose you may use them for.

2c. We do not offer a warranty on any items. The majority of our timber is fencing grade tanalised softwood, unless stated otherwise. We prefer redwood as it responds well to the treatment process, fencing grade timber will vary in colour when new but will weather down to a similar colour. Wood is a natural product and is subject to continual movement when exposed to atmospheric conditions. This may become evident with splits or warping, this is not considered a defect or fault, but is purely cosmetic and does not affect its strength or suitability for its purpose. We cannot be held responsible. We can not guarantee the colour of timber products or that they will be uniform throughout when new or when aged.

2d. Unless items specifically indicate that they are a specific metric or imperial size we have the option to provide goods in either measure.

2e. When ordering a bespoke item you will be given a copy of your order for you to check, we are not responsible for any errors in your order.

2f. If you are a contractor we are not responsible for any defects caused by what we deem to be improper installation to improper use of materials. We are not responsible for any labour time/costs you may incur.

2g. If you are a contractor or employing a contractor we suggest that no date is set for works to commence until you receive your materials. In the event we can't supply your materials and you have a contractor booked in or have booked a customer in for the works to commence we are not liable for any claims, damages, losses, costs (including legal) expenses and liabilities.

2h. Our prices include VAT at the current rate, should the rate change between sale and supply of your materials we will adjust the price accordingly and you will pay the additional amount or we will return the over payment.

2i. Our prices do not include delivery this will be charged at an additional cost.

2j. We reserve the right to reject any order, or withhold any order if there are outstanding amounts.

3. Cancellation

If you have placed your order by telephone or email you have the right to cancel within 14 days of collection or delivery of your items. This does not apply to any items that have been made to your specification or ordered solely for you. You have a legal obligation to take care of any goods in your possession that you wish to return. We will only accept back items that are in the same condition that they were supplied to you. If the items were delivered we are not obliged to refund any delivery charges, it is your responsibility to return the goods to us, if you require us to collect them we will charge you a collection fee to the same value as the original delivery fee. We reserve the right to charge a handling/ re- stocking fee.

4. Other returns

On delivery or collection you are obliged to check all items are as ordered and that you are satisfied. In the unlikely event that any items delivered are not what you ordered you must inform us immediately. If you are not entirely satisfied by the materials supplied and your issue is something other than 1a. or 2c. we may offer a refund or credit note. We are not responsible for items that have been stored or installed incorrectly by others.

4a. Credit notes and exchanges are given at the managers discretion only. Items must be in their original condition and purchased within the previous 14 days. The original receipt is the only proof of purchase we will accept.

Items will be inspected and if accepted back will incur a 20% handling/ re- stocking charge.

4b. Credit notes will be valid for 90 days only and a credit note can only be used on production of your copy of your credit note. If you do not have your credit note you can't redeem your credit.

5. Delivery and collection

5a. We will do our very best to deliver all items at our earliest opportunity at a time and date agreed by you.

5b. We shall deliver materials to the nearest kerbside where the materials will be off loaded. If at your request our vehicle proceeds on to your property this is at your own risk and you will be responsible for any claims, damages, losses, costs (including legal) expenses and liabilities from our vehicle doing so (including but not limited to any personal injury and any damage to the vehicle, the goods or any third party property).

Goods may be heavy, bulky or difficult to manoeuvre. You must not assist the driver if you have not undertaken necessary training to do so. If you or your contractor or any nominated person chooses to assist we are not liable for any claims, damages, loss or legal costs brought about by them doing so.

5c. From the completion of delivery whether accepted by you or not or from when you collect or a nominated person collects the goods become your responsibility.

5d. When collecting materials once paid for they are your responsibility, we can not help you load them on a vehicle or carry any items with you. If you are not be able to carry or manoeuvre an item on your own please bring someone to help you.

6. For gates, garden buildings or bespoke items please see the relevant section of our website for terms.