

ASCOT TIMBER BUILDINGS

TERMS & CONDITIONS OF SALE

1. CONDITIONS APPLYING

a. Unless otherwise agreed in writing these conditions will govern all on-line contracts for the sale of the Company's goods or services. Any qualification, amendment or addition to these conditions imposed by the Customer will not apply unless expressly accepted by the Company in writing.

2. BASIS OF SALE

a. An order from the Customer shall constitute an offer, and acknowledgement of that order by the Company shall constitute acceptance of the offer. The only representations in connections with the Company's goods or services for which the Company will accept liability are those referred to in the Company's quotation and drawings. Advertising material, leaflets brochures or websites

Timber Building Specialists

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contract shall not form part of the contract unless specifically agreed in writing between the Company and the Customer to be a term of the contract. It is agreed that on entering the contract the customer is not relying on any other representations, including those made by the company's employees or agents unless confirmed by the company in writing

3. PRICE

a. If a quotation has been issued by the company, the price quoted therein

is valid for 30 days from the date of quotation. Otherwise the latest published price will apply.

b. If a price increase occurs after acceptance of the order, but before delivery, the price quoted on the order acknowledgment will apply for 90 days from the date of the price increase. Thereafter, the latest published price will apply.



4. SPECIFICATION

- a. The company operates a policy of continuous product development and reserves to itself the right to make variations to the specifications of goods
- b. Goods are constructed to metric dimensions and standard modular sizes. The company does offer a bespoke manufacturing service, However in some instances will not accept liability for individual designs or sizes; this will be pointed out at the time of ordering. Any approximate imperial equivalents quotes are solely to assist customers less familiar with metric measuring.

DRAWINGS

5. PAYMENT

- a. Generally full payment is required with order, however stage payments may be agreed, full payment will always be required before goods are despatched



6. CANCELLATION

- a. The company or the Customer may cancel the contract at any time prior to the commencement of manufacture of the goods by giving written notice
- b. In the event of cancellation after acceptance of an offer but prior to commencement of manufacture of the goods, the company will return all monies paid by the Customer if the cancellation is by the company, but if the cancellation is by the customer, the company will return all monies paid by the customer less a charge to cover administration costs and less the cost of any materials purchased or items specifically manufactured for the customer. The charge to cover administration costs will be the greater of 5% of the total price or £25

7. DELAY

- a. If the client requests to postpone its stated delivery date after manufacturing has commenced, the goods will be completed and the finished items will be palletised and stored at the factory.
 - i. Stored goods are subject to a charge to cover storage and other expenses associated with the delay
 - ii. The company does not accept any liability for the gradual deterioration of goods whilst stored



iii. The maximum storage time is 6 weeks, thereafter the contract will be cancelled, the goods sold and monies retained by the Company

8. DELIVERY

a. Goods are delivered by road. Delivery vehicles will not be driven off road

ASCOT TIMBER BUILDINGS

E-COMMERCE

DELIVERY & RETURNS POLICY

1. DELIVERY

a. Delivery charges to mainland UK are quoted when quantities and weights are calculated by Ascot. Delivery to the Isle of Man, Isle of Wight, Northern Ireland, the Channel Islands and mainland Europe are subject to individual quotation

b. Delivery can be made to an address other than the billing address; your billing address will need to appear on your order



c. Delivery times may vary. We will estimate at the time of quotation the anticipated lead time, this may vary when the order is placed. Please check with our sales team. We will advise you of the week of delivery when we send your order acknowledgement and will contact you with a delivery slot in advance

d. TNT/Courier deliveries deliver between etc

e. Pallet deliveries, pallet truck etc

f. Ascot dedicated driver, able-bodied assistance to unload to assist our driver

2. RECEIPT OF GOODS

a. Goods must be signed for at the time of delivery and checked against the packing list

b. Claims for damages will only be accepted if the damage to the packing/goods is advised to the driver/courier at the time, so please check the goods carefully

c. Claims for shortages/damages must be advised to Ascot in writing or email within 7 days. Replacement components will be despatched to you at the earliest opportunity

3. RETURN OF GOODS

a. You are responsible for checking that the goods that you have ordered meet your requirements, since goods are individually made to order we will not accept the return of a building correctly supplied



in accordance with the design description contained in the order acknowledgement and the drawing

- b. If at any time of delivery you consider that the goods exhibit faulty materials or workmanship you may refuse delivery and the goods will be returned to our factory?
- c. If you have accepted delivery and within 7 days of the delivery date you consider the building components exhibit faulty materials or workmanship you may return the goods at your own expense
- d. We will not accept the return of goods more than 7 days after the delivery date
- e. If you need to return the goods you must notify us beforehand in writing by e-mail that you intend to do so
- f. Goods returned to our factory must be in the condition in which they were delivered and will be inspected upon receipt
- g. If the goods are found to be defective we will ask you whether you require us to replace them without charge or refund the money you have paid in full. If you choose to have the goods replaced the components will be despatched to you at the earliest opportunity
- h. If the goods are found not to be defective we will refund the money that you have paid less the original delivery charge and less a handling/re-stocking charge which will be 12% of the total order. Bespoke goods will not be refunded.



- i. Refunds will be made by the same method of the original payment