

RETURNS POLICY

It is vitally important that you read the terms carefully, as your use of the web site will automatically constitute your agreement to be legally bound by the terms and conditions set out herein. We recommend that you print a copy of these terms for future reference.

The following words used in these Terms shall have the following meanings:

- "Personal Information" shall mean all data and/or information provided by and about User, including e-mail address (es), name, address, credit card, or other payment information, etc.;
- "Company web site" shall mean all web sites on which Company provides products and/or services.
- "Company User" shall mean all Users of the Company web site(s) and services.
- "Company Products and Services" shall mean all products and/or services provided directly by Company;
- "3rd-Parties" include all advertisers, partners and affiliate vendors that are included on, or linked to, the Company web site(s).

CONSUMER RIGHT OF RETURN AND REFUND

This clause only applies if you are a consumer.

If you are a consumer, you have a legal right to cancel a contract during the period set out below. This means that during the relevant period if you change your mind or for any other reason you decide you do not want to keep a product, you can notify us of your decision to cancel the contract and receive a refund.

Advice about your legal right to cancel the contract is available from your local Citizens' Advice Bureau or Trading Standards office.

However, this cancellation right does not apply in the case of:

- any made-to-measure, cut-goods or custom-made products or products made to your specification or clearly personalised;

YOUR RIGHT TO CANCEL

You have the right to cancel this contract within 14 days without giving any reason following receipt of the goods.

The cancellation period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods or the last good or the last lot or piece (as the case may be).

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by pre-paid post to Sherwood House, 41 Queens Road, Farnborough, Hampshire, GU14 6JP or send an e-mail to wokingham@andersonroofing.org.uk).

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired. The following conditions should be noted:

- goods must be returned to us in an unused condition, as supplied and must be suitable for resale at full price.
- we will only accept goods for refund once inspected by us at the time of delivery or shortly after and accepted by us.
- we accept no liability for damage to goods in transit that have been returned to us - these goods remain the sender's sole responsibility until the goods have been received by us, inspected and accepted.

Wokingham Branch

Unit 1 Warren Farm, Forest Road
Wokingham, Berkshire, RG40 5QY
T: 0118 978 6468 | wokingham@andersonroofing.org.uk

Camberley Branch

Unit 7 Lawrence Way, Stanhope Road
Camberley, Surrey, GU15 3DL
T: 01276 535081 | camberley@andersonroofing.org.uk

- goods must be returned to us with paperwork clearly indicating when they were purchased, the name and address of the purchaser and the method of payment - a copy of the invoice originally supplied with the goods is ideal.
- we have no liability to accept goods back and / or issue a refund outside the statutory period, however we will look at each request individually.
- goods returned outside the statutory period may be subject to a handling charge, at our discretion, for a variety of reasons including, but not limited to, reflecting the diminished resale value of the goods and our costs incurred in inspecting, processing and refunding the goods.

EFFECTS OF CANCELLATION

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us, or where costs have been incurred by us through no fault of our own such as supplementary charges by carriers due to their inability to deliver because of factors / circumstances not advised to us by you).

- we may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.
- return of goods is the purchaser's responsibility, and must be despatched back to us within 14 working days of notice of cancellation has been given. And subject to the conditions in Your Right to Cancel above.
- if the goods cannot normally be returned by post (they are too large, for example), we are not liable for either the costs, organisation or responsibility of collecting them and returning them to us.

We will make reimbursement without undue delay, and not later than-

- 5 days after the day we receive back from you any goods supplied, or
- (if earlier) 5 days after the day you provide satisfactory evidence that you have returned the goods, or
- if there were no goods supplied, 5 days after the day on which we are informed about your decision to cancel this contract.
- We will make the reimbursement using the same means of payment as you used for the initial transaction, unless we have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied satisfactory evidence of having sent back the goods, whichever is the earliest.

You will have to bear the direct cost of returning the goods unless you have received the incorrect goods as a result of our error or if they are faulty or damaged upon receipt.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

YOUR RIGHT OF CANCELLATION - FOR BUSINESSES (B2B) ONLY

You have the right to cancel the contract at any time up to 5 working days after you receive the Products by notifying us at wokingham@andersonroofing.org or in writing.

If you cancel the contract after the Products have been delivered to you, you must return the Products to us at Anderson Roofing Supplies Limited, Unit 1 Warren Farm, Forest Road, Wokingham, Berkshire, RG40 5QY at your own cost and risk. If you cancel the contract before the Products have been delivered to you and then you receive the Products after cancellation you must not unpack them from their packaging but must immediately send them back to us. In any event you must return the Products to us within 10 working days of notifying us of cancellation under this clause, or if later, of receiving them. If you do not, we shall charge you a sum not exceeding the direct costs of recovering the Products.

Until you return the Products to us you must keep them in your possession and take reasonable steps to ensure they are not damaged. Provided that we receive the Products within the specified period in the same condition they were in when delivered to you then we will refund you or credit your Trade Account for the Products in question within 14 days of the receipt by us of the Products.

The same conditions apply as listed in YOUR RIGHT TO CANCEL & EFFECTS OF CANCELLATION ABOVE

Item not required - You cannot cancel a contract for consumable goods which, by their nature, cannot be returned, except where a fault has been discovered that could not have been identified without unsealing the goods.

DELIVERY NOTES

We will deliver goods ordered by you as soon as possible to the address you give us for delivery when your order is placed, but in any event within 14 days of your order (subject to availability). However, we reserve the right not to make deliveries outside the United Kingdom unless our ordering form provides that facility.

Upon receipt of your order, you will be asked to sign for the goods received in good condition. If the package does not appear to be in good condition, then please refuse the delivery. If you are unable to check the contents of your delivery at the point of delivery, then please sign for the parcel as "UNCHECKED". Failure to do so may affect any warranty claims that you make thereafter.

Please note the following:

- if the goods we deliver are not what you ordered or are damaged or defective or the delivery is of an incorrect quantity, we shall have no liability to you unless you notify us in writing, at our contact address, of the problem within 2 working days of the delivery of the goods in question.
- if you do not receive goods ordered by you within 14 days of the date on which you ordered them, we shall have no liability to you unless you notify us in writing at Anderson Roofing Supplies Limited, Unit 1 Warren Farm, Forest Road, Wokingham, Berkshire, RG40 5QY of the problem within 14 days from the date on which you ordered the goods.

Business Purchases: If you fail to take delivery of the Products and without prejudice to any other rights and remedies available to us, we may:

- store the Products until actual delivery and charge you the reasonable costs (including, without limitation, insurance) of storage;
- sell the Products at the best readily obtainable price and either:- (i) where you have not already paid for the Products, account to you (after deducting all reasonable storage and selling expenses) for any excess over the price you agreed to pay for the Products or charge you for any shortfall below the price you agreed to pay for the Products; OR (ii) where you have already paid for the Products, account to you (after deducting all reasonable storage and selling expenses) for any proceeds received.

QUOTATIONS & ESTIMATES

Please note that whilst we try to ensure estimates are as accurate as possible, we cannot be held responsible for any extra costs incurred as a result of discrepancies in quantities.

We allow a percentage for waste when estimating all slates and tiles for cuts into valleys and hips, however accuracy is difficult, and any quantities quoted should be treated as an indication only. As a result, we strongly recommend that a final measure be taken on site once the carpentry work is complete.

Anderson Roofing Supplies Limited will not accept responsibility or liability in relation to any errors in quotations arising as a direct or indirect result of any errors; alterations; amendments; differences and/or discrepancies contained within the details and/or drawings provided to us, upon which quotations have been based.

It is the customer's responsibility to ensure that all measurements and/ or details are checked and verified prior to order placement to correct any errors and/or omissions. We strongly recommend that final quantities should be confirmed with site prior to placing an order. Surplus tiles and fittings may not be able to be accepted back.

The quantities estimated in quotations MUST be regarded as provisional and used for guidance only.

Due to currency and / or market fluctuations, imported products, lead or other LME traded products are potentially subject to price variations, which, if applicable, will be applied when the order is placed.

Quotations are valid for 30 days from the document date. Please discuss longer term requirements with us.

A NOTE ON OUR RETURNS POLICY

Because of the very nature of roofing there will often be materials left over once a roof has been completed. Similarly, when estimating we would rather be over than under on our quantities for obvious reasons, and we will always take back materials that are current stock items and are of 'merchantable' quality. However, the clearing of local sites at our discretion carries a heavy cost and to this end we have had to introduce the following charges.

- items collected from site on our vehicles, £50 (Minimum charge of £50)
- items returned to our yard, 10% of the net credit note value

We are very aware that any form of restocking charge, no matter how small, is never wanted. However, we have tried to be as fair as possible and keep the charge to an absolute minimum.

Goods that are not current stock items cannot be taken back into stock These often have to be thrown or sold for second-hand rates. We will always ask the manufacturers to accept these goods back into stock but often they do not accept returns. If they do, their handling charge can be as much as 50%. If you are unsure as to whether an item you are going to order is 'current stock' please check at time of ordering.

We reserve the right to decline returns on goods that may deteriorate unless stored under dry, controlled conditions, such as lead and fibre-cement slates.

Save as precluded by law, we will not be liable to you for any indirect or consequential loss, damage or expenses (including loss of profits, business or goodwill, business interruption or loss of anticipated savings) howsoever arising out of any problem you notify to us under this condition and we shall have no liability to pay any money to you by way of compensation other than to refund to you the amount paid by you for the goods in question as above.