TERMS & CONDITIONS

CONTACT US
If you have any queries about our products, please do not hesitate to call us on 01333 421900.

PRODUCT GUARANTEE
All our timber products are guaranteed against defects under normal circumstances for a period of 6 months from date of installation. Subject to the following terms.:

We use only top-quality materials however we can not be responsible for a natural product that is prone to changes. This includes movement in the wood, swelling and contraction due to changes in the weather, warping, cracking, or storm damage. Any visual imperfections splits, knot holes, swelling, warping are considered the nature of the product and unlikely to cause the product to be unfit for purpose. We can not be held responsible for any changes in the maturing of this product.

We do not cover any damage caused by adverse weather. This includes the lifting or tearing of felt, movement of product of its supports or any weather-related issues.

We advise customers to frequently ventilate their buildings by leaving the door open on good days whenever possible. Failure to ventilate can cause condensation which them can be mistaken for leaks. Failure to ventilate can cause mould. We advise against the use of heaters, tumble driers, hot tubs, any wet items being stored or anything that causes moisture as this can significantly damage and cause changes to the product.

Timber is a porous material. We recommend regular waterproof treatment and maintenance of the building. We are not responsible for any damages due to neglect.

It is the customers responsibility to ensure the ground is level and firm enough to withstand the building. We take no responsibility for any changes to the structure caused by the ground provided by the customer. It is the customers responsibility to ensure the building is in the correct position at the time of installation as we do not cover any future changes after that.

It is solely the customers responsibility to ensure all planning permission has been met.

The customer must make us aware of any obstructions, access issues or any difficulties relating to deliver of their building.

DELIVERY DATES
We will advise you of estimated delivery time on purchase date however this may change if weather conditions do not permit installation.

PAYMENT METHOD

We accept cash, cheques, and bank transfers. Please ask for details if a bank transfer is your preferred method.

We of course hope that you have no issues with our product but in the rare event of any structural issues arising within the guarantee period please do not hesitate to contact us. We are happy to give advice if any issues occur out with this timescale.