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YOUR RIGHT TO CANCEL

We understand due to unforeseen circumstances, orders may need to be cancelled. As a consumer you have the right to cancel your order and contract with Supaglazing Online Ltd, under 'The Consumer Contracts (Information, Cancellation and additional Charges) Regulations 2013.

From receipt of your order, you have 14 days in which to notify us in writing of your cancellation and then up to a further 14 days to return the goods to us without giving a reason.

Your right to cancel and 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 product(s).

Before arranging the return of your order, please read our full cancellation and returns policy as set out below and then contact our support team on 0333004110 who will assist you further.

If you cancel your order/contract with Supaglazing Online, we request that all product(s) should not be unpacked on arrival where it is not necessary to assess or handle the product(s). If you do unpack it is your responsibility and in your own interest to ensure adequate packing of the product(s) for them to be returned to our warehouse.

It is important that the items are returned to us in the original packaging and in the same condition they were delivered to you. Any damage or missing items that have not been previously reported and agreed by Supaglazing Online will be deducted from your refund.

If you have ordered an incorrect product, size or colour or wish to make any amendments to an existing order, we do not offer an exchange service. This cancellation and returns process will be followed and a new order will need to be placed for the correct product. If you ordered during a sale or promotional period or received any form of discount, this will not automatically be applied to any new orders placed, unless otherwise agreed by a Supaglazing Online representative.

IMPORTANT: We cannot accept cancellation and returns for any 'made to order or Customisable' product(s) from any of our product(s).

CANCELLATION PROCESS

To exercise this right, you must first inform us at Supaglazing Online, support@supaglazingonline.com of your decision to cancel this contract by a clear statement of written means (Letter by post or eMail). You may use the cancellation form provided on the website, the preferred method of communication is via eMail.

To meet the cancellation deadline, you must send your communication concerning your exercise of the right to cancel before the cancellation period has expired. Product(s) must be received by us at the address below no later than 14 days after you inform us of your cancellation:

- Unit 11 Boardman Road, Boardman Industrial Estate, DE11 9DL

If you cancel this order/contract, we will reimburse to you all payments received from you except:

Loss of value due to damage, missing parts and unnecessary handling of the product(s) by you.

If we have accepted a cancellation outside of the terms stipulated in 'The Consumer Contracts Regulations 2013'. All monies due will be reimbursed to you without undue delay and not later than:

14 days after the day we receive the product(s) back to our warehouse

If the product(s) had not been supplied to you, 14 days after the day you informed us of your right to cancel.

If your order has been received and you exercise your right to cancel, you will have to make your own arrangements and bear the direct cost of returning the product(s) to our warehouse. The cost for returning door sets will vary between carriers and will depend on the postcode collection point, size and weight of the door set (smaller, less heavy items will be a lesser cost).

If you have installed the items and exercise your right to cancel, it is your responsibility to have the product(s) uninstalled, packaged sufficiently for transportation back to us and accept the product(s) will be classified as used and therefore we have the right to deduct for your reimbursement the lost value of item(s) for resale. We strongly advise that you take photographs of each individual package to be returned to us and supply these photos to us prior to collection from your chosen transport company. This is for your own protection against goods arriving to us damaged.

IMPORTANT: The product(s) must be insured by you and the transport company must allow time for checking the product(s) whilst in their presence for any missing packs or damages. If this checking time is not allowed, then you agree to accept our findings once fully inspected. Once the goods have been unloaded into our warehouse and checked for any obvious packaging damage, we require 72 hours (3 working days) to fully inspect all parts for missing or damaged items. We will make the reimbursement due to you using the same means of payment you used to pay for the product(s) you ordered, ie. back on your credit card, unless you have expressly agreed otherwise. You will not incur any fees as a result of the reimbursement. Once the product(s) are back in our warehouse and checks completed as outlined, reimbursement will take place.

TRANSIT DAMAGE OR MISSING PACKS

If the product(s) is received by you and has transit damage to the outer packaging or the door/pack quantities received do not match the delivery note, then this must be noted when signing the delivery note. If it is obvious the full set has been damaged during transit, then you can refuse delivery and ask for a replacement set to be sent.

IMPORTANT: *Do not sign the delivery note as 'unchecked'. By signing the drivers paperwork, you are accepting the items in the condition they have arrived to you in and that you have also received the correct quantity of doors/packs. We will not accept any claims for delivery damage or missing packs if it has been signed 'unchecked' and or has not been clearly recorded on the drivers paperwork.*

MANUFACTURING FAULTS ON ARRIVAL OR MISSING PARTS

If when unpacking the product(s) and within 24 hours of delivery you find that there is a manufacturing fault or missing parts then there is no need to return the full set as you can contact our customer support on 03330041100 and they will send out replacement parts.

HELP AND ADVICE

If you do need any further help or advice relating to the Supaglazing Online cancellation and returns policy, please visit our – ‘Terms and Conditions; ‘Guarantee’ and ‘Complaints Policy and Procedure’ pages or contact us on 03330041100 be assured we are here to help