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FREE STANDARD UK MAINLAND DELIVERY CHARGES

Delivery is free for orders within a 25-mile radius of DE11, a £150 delivery charges will be applied for postcodes outside this 25-miles radius. We also operate a professional in-house delivery service.

See the delivery/lead time specified on the individual product page. When your products have been dispatched you will be contacted by our delivery team, who will give you a date and approximate time for the delivery.

Every care is taken to ensure these dates and times are adhered to but there may be circumstances beyond our control, such as weather or traffic conditions that result in a delay.

We will assume that when an order is placed, you are willing and able to accept delivery of your Supaglazing Online product(s) within the time frame and day to suit our delivery route.

We will try our best to meet the outline delivery schedule but shall not be responsible for any failure to deliver ordered products within these time frames.

IMPORTANT: *Please be aware we are unable to take items up or down any flights of stairs.*

DELAYED DISPATCH

Once your product(s) have left our warehouse, the delivery process has begun and therefore you can no longer delay the delivery. Delaying beyond our delivery time scales may incur extra charges which will be the responsibility of the purchaser. These extra charges will need to be paid for prior to the delivery.

COLLECTION FROM OUR WAREHOUSE

Collection can be made by prior arrangements from:

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

BANK HOLIDAYS AND CHRISTMAS

Normal delivery times are not applicable over bank holidays and Christmas.

CHANGE OF ADDRESS

Once an order has been accepted by Supaglazing Online, we will accept requests for a change of delivery address up to 48 hours before your scheduled delivery and subject change of delivery charges where applicable.

PRE-DELIVERY

With Supaglazing Online own employed drivers, take control directly for the delivery of all our products and whilst we have very few delivery issues, from time-to-time things can go wrong. The

below information is to protect you in the event of any unforeseen circumstances, so its important our guidance is followed.

We do not recommend booking your installation until you have received your order and it has been fully checked for any missing or damaged parts. We will not accept liability for any costs incurred due to any delays to your installation. Please ensure you have had this discussion with the relevant person(s), including any other trades prior to booking in the installation.

Before your delivery arrives, it is important that you have made the relevant arrangements to ensure somebody is available to check and sign for the goods on the agreed delivery date. We recommend this is carried out by you, the original purchaser. If you are giving this responsibility to another person, it is important you advise them to follow the correct procedure when accepting the goods as set out below – ‘Delivery Process’.

DELIVERY PROCESS

When your delivery arrives and before you accept the goods into your property, please check the itemised paperwork provided by us and that it matches the number of items being delivered. Then check all items to confirm there has been no obvious damage to the packaging and goods by fully inspecting all faces, edges and corners. Also ensure it is your name printed on the labels on each of the individual items.

If there are any discrepancies in the quantities of items/packs or packaging damage is evident and/or there is an incorrect label, advise our driver who will contact our support team immediately. We will then advise you on the best course of action.

If you have taken delivery outside of our normal working hours or if it is not possible to contact our support team and there are missing items and /or damage to the packaging, clearly record on our paperwork what is missing and or damaged. Accept the delivery of your order and contact our support service within 24 hours of receipt of the goods.

IMPORTANT: *You should never sign the delivery documents as ‘Unchecked’. Any shortages and/or damages must be noted on the delivery paperwork, no exceptions. We cannot accept any claims for missing items and/or damaged items if it has not been recorded on the delivery paperwork, regardless of who you have arranged to accept your order.*

If everything is satisfactory with the delivery, the items can then be carried into your room of choice and delivery paperwork signed accordingly. You should then fully unpack the product(s) and check for manufacturing faults, defects or missing parts within 24 hours of receiving delivery.

Note there is no need to refuse delivery and or return the full set if a component is found to be defective or missing.

IMPORTANT: *We cannot accept claims for any damages, scratched glass, scratched aluminium, scratched UPVC or missing items after 24 hours following delivery or after installation has begun.*