

## **Albion Fencing & Construction Kent LTD (ALBIONSHEDS.com)**

### Cancellations and Returns Policy

The buyer shall inspect the goods immediately upon receipt and shall notify Albion Fencing & Construction Kent LTD (ALBIONSHEDS.com) by email as soon as possible after delivery has been made if the goods are damaged or do not comply with any of the contract;

- If the buyer fails to do so the buyer shall be deemed to have accepted the goods.
- Where a claim of defect or damage is made, if goods are in the condition as received (not assembled, painted, treated, or altered in any way) Albion Fencing & Construction Kent LTD (ALBIONSHEDS.com) will supply/replace/repair any necessary parts to complete your agreed initial purchase.
- If you are a Consumer in the European Union you have the right, in addition to your other rights, to cancel the contract and receive a refund by informing the seller by email within 14 working days after the day of delivery of the goods.
- You will be asked, however, to pay the costs of the return postage/carriage to Albion Fencing & Construction Kent LTD (ALBIONSHEDS.com) or for the collection charge by Albion Fencing & Construction Kent LTD (ALBIONSHEDS.com).

If the buyer fails to return the goods following cancellation or does not pay the returning delivery fee issued by Albion Fencing & Construction Kent LTD (ALBIONSHEDS.com), Albion Fencing & Construction Kent LTD (ALBIONSHEDS.com) reserve the right to deduct the cost of recovering the goods from any refund issued, which will be up to 35% of the building price for any standard product and up to 100% of the price for any bespoke product.

If Albion Fencing & Construction Kent LTD (ALBIONSHEDS.com) send you the incorrect product or if, upon receipt of all relevant evidence, we deem it has arrived faulty or damaged, you will be offered a full refund and exemption from delivery costs.

Any item to be returned or replaced must be in the same condition as delivered. Albion Fencing & Construction Kent LTD (ALBIONSHEDS.com) will not accept any product for return if it has been assembled, modified or customised in any way.

Any cancellation within the initial 14 day period will be refunded within 14 days of notification to cancel being received, for any cancellation outside of this timeframe all refunds will be processed within 30 days after the product has been successfully returned.

If you wish to cancel an order before it has been delivered, you must contact Albion Fencing & Construction Kent LTD (ALBIONSHEDS.com) immediately. You must confirm your cancellation in writing via email. If the building has been manufactured there may be a cancellation charge dependant on the individual case.

Goods that are ordered to your specification or not available as a standard product from our website, for example bespoke order sheds and log cabins, cannot be cancelled or returned once the order has entered manufacture as they are considered to be bespoke.

In this case, after we have sent you our confirmation email you will have entered into a binding contract to buy the goods, and because the goods are being made to your specification you will not be able to cancel that contract.

Once the goods have been delivered you can only return them if they are not of satisfactory quality or reasonably fit for the purpose and we cannot remedy the fault to your reasonable satisfaction.