

GREYSPACE FLOORING SUPPLY ONLY T&C'S

We offer a standard delivery service where all products are delivered within 3 to 7 working days (subject to location, product and courier availability). We will advise you at the time of order, whenever possible, of approximate delivery lead-times.

Products are *normally* delivered between 8AM and 6PM, Monday to Friday.

1. DELIVERY CHARGES

Delivery charges will vary depending on product volume, size and your location. As a guide delivery is normally between £50-£100.

We can give you an accurate cost once we have all the details of your order.

2. OUR DELIVERIES

Most orders are dispatched with a lead time of 3-7 working days. However bespoke orders may have longer lead times. Please enquire with our team about potential lead times on your chosen product.

2.1 SAMPLES

Samples can be provided free of charge for all of our products and can usually be sent out within a week, bespoke samples may take longer.

2.2 LARGE ORDERS

At the time of order we will contact you to discuss a convenient date for delivery.

As deliveries are made by a large lorry or van, it is assumed that the delivery address will be accessible by lorry. If there is likely to be a problem e.g. the road is subject to a vehicle weight or width limit, please inform us at the time of your order.

Deliveries will be made between **8AM and 6PM** and we are unable to give an estimate of your delivery time as all deliveries are at the couriers' discretion. Should you wish to receive an

approximate time of arrival you should call **0114 2581256** on the day of your delivery and we will do our best to locate this information for you.

Due to insurance guidelines, all deliveries are made **kerbside**, to the nearest access point of the delivery address. You must arrange for adequate help to off-load your products and carry them onto site.

If our carrier arrives at your address and is unable to deliver on the arranged delivery date because there is no one onsite or you are not able to carry the goods in, you will be liable for a re-delivery charge usually equivalent of the original charge.

In the case of a refused delivery, you will also be liable for any additional direct costs that we incur as a result.

As some circumstances cannot be foreseen and may affect deliveries, we advise not to book any trade for installation until products have been received. No liability can be accepted by us for costs caused by late deliveries, or for any other reason.

Deliveries cannot be left outside in porches, garages or any other location.

The terms herein do not affect your statutory rights.

3. WHEN YOUR ORDER ARRIVES

When your order arrives, you must ensure the quantities match what you have ordered. Please examine the goods and count each item to make sure everything has been received.

Every effort is made to ensure that your products are delivered in perfect condition, and all our couriers are selected by stringent guidelines to guarantee the best possible service and quality control.

In the unlikely event that any of your products arrive damaged, please notify the delivery driver immediately and sign the Proof of Delivery document, stating what has been damaged. **It is advisable that you take a photograph of the delivery document as well as the damaged product / products as proof that you have signed for as damaged.**

DO NOT let the driver leave until you have verified the condition of the goods.

If you wish to contact us regarding acceptance of damaged goods, please email us at info@greyspaceflooring.co.uk or call **0114 2581256**

Failure to comply with any of the above will result in a void claim. **Due to the insurance liability, we cannot accept responsibility for any damaged items signed for as "clear", "unchecked" or in "good condition".**

4. RETURNS AND REFUNDS

If you wish to return any products, please contact us at info@greyspaceflooring.co.uk. Please note that all return requests **must** be made within **14 days** from the receipt of the goods and then returned within **30 days** of receipt.

1. If we receive a cancellation request from you and your products have not been dispatched, we will refund you the full invoice amount within 7 working days of your cancellation request.
2. If we receive a cancellation request from you and your products have been dispatched but not yet delivered, we will refund you the full invoice amount in full, minus any direct expenses we may have incurred in fulfilling the original agreement.
3. If we receive a cancellation request from you and you have accepted delivery of your products, you must return the goods to us, **at your own expense**. Full details will be provided at the time of the returns request.

You must ensure that any products returned are fully packed, as received, and are in a resalable condition.

If you have opened any boxes to examine the product, we recommend you return them to their original packaging, as it is specifically designed for the product.

Any failure to comply with these terms, resulting in a damage or deterioration of the products, will incur a charge according to the severity of the damage.

Once the products have been returned to our warehouse, inspected and confirmed to be in a resalable condition, a refund will be issued to you within 14 working days.

We reserve the right to refuse returns of parts of single products contained within an order.

We do not accept returns for clearance or bespoke products or any used or altered products.

In any case where you wish to return a product because you consider it defective, we will examine the matter and will notify you of our decision and any applicable refund via e-mail, within a reasonable period of time.

If you wish to return used flooring or accessories that are in their original packaging then we will charge a 25% restocking fee plus the courier fee to send the product back to the manufacturer.