



Staircase & Architectural Joinery Manufacturers.

## RMJM Carpentry & Joinery Services

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### Standard Terms and Conditions

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#### 1. Business description

We design and manufacture Joinery Products. We supply directly to the building trade, builders merchants and the general public.

#### 2. Privacy policy

We do not hold any credit card information. All our transactions are made through PayPal or Google payment services. Please see the relevant website for their Privacy policy.

To order from us Customers will need to supply; name, delivery addresses and telephone number.

We will keep customer contact details on our database subject to customer request to delete or opt out of any promotional campaigns. We do not share this information with a third party.

Any inaccuracies in customer's information will be corrected when notified.

#### 3. Delivery policy

We offer delivery to mainland UK (Extra Charge for Scottish Highlands Charge depends on Product).

Delivery costs are included in the selling price of all products unless stated otherwise.

All our deliveries are made via courier.

We offer a free of charge customer collect facility. Prior confirmation of customer visit is required.

##### 3.1.1 Own collection.

Charge – There is no charge for own collection.

Despatch Time – Despatch date will be agreed upon purchasing your item

Arranging Delivery – N/A

Re-Delivery Charge – N/A

Returns – Standard returns apply

##### 3.1.2 Standard Delivery,

**Charge** – All products will display delivery charges.

**Despatch Time** – Despatch date will be agreed upon purchasing your item

**Arranging Delivery** – Once your item is ready for despatch you will be contacted by us to arrange a delivery day that best suits you.

**Checking Goods upon delivery** – Customer are advised to check all items upon delivery and to cross reference the package with the contents list listed on the outside of the packaging if any items are missing or damaged please make a note on the proof of delivery note with the delivery driver. Claims for missing or damaged goods that have not been reported to the delivery driver will not be covered by

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The insurance, you will be charged for any replacement components that are not reported with the delivery driver.

**Re-Delivery Charge** - When RMJM Carpentry & Joinery Services and the customer have arranged a delivery date, and the carrier was unable to delivery an item that is not the fault of either RMJM Carpentry & Joinery Services or the carrier then a re-delivery fee will be applied (Standard Charge £15.00)

#### **4. Return / Cancellation policy**

We will exchange / refund your order within 14 days of payment being received.

If the product is faulty we will offer the above exchange facility. Cancelled Goods will need to be returned in delivery condition.

Delivery Fee aren't refundable

Collection Fees will be quoted upon arrainging a collection

Bespoke products are not covered by our standard returns policy.

All delivery costs are non refundable.

Please return any items to the address above.

Please mark any returned items with your contact details and reason for return.