

Woodworks Garden Centre, Wrexham Road, Mold, Flintshire, CH7 4HE

Website: www.woodworksgc.com

Email: info@woodworksgc.com

Telephone: **01352 752555 Option 3, Option 1**



Customer Deliveries

Terms & Conditions

All orders are accepted under the following terms and conditions, which constitutes a legally binding contract.

We only deliver large and heavy items (this excludes our Firepits Range. Please ask a member of staff for delivery details). We do not offer a service to deliver plants, pots, compost, gift shop goods, garden care, tools, etc.

We must receive full payment of the goods ordered before your order can be accepted and processed. No legally binding contract between us and you the consumer will be in place until whole payments are completed.

Please ensure all details on the receipt and invoice are accurate and full following the transaction completion to ensure all details are correct.

We cannot add additional stock to your order and delivery once the transaction has been completed.

All deliveries are kerbside drop. For a £10 additional payment the delivery team will carry your order up to a further maximum of 20 meters, such as the back garden of property (this excludes our Firepits Range. Please ask a member of staff for delivery details).

The customer must provide fair and reasonable access to the delivery site whether this is kerb side or further if this is the option paid for. Under no circumstances will items be carried over garage roofs, fences, hedges, etc. We do not carry items into or through houses as most items will be too large to fit through a standard house door.

We cannot give specific dates for a delivery. We give a week commencing only date and will call you back once we have finalised the delivery days for that particular week to confirm. Please do not contact us enquiring about specific delivery days and times. We will contact you in advance with this information once it is finalised.

Dates agreed for a delivery may vary in certain circumstances that are beyond our control and we reserve the right for a reasonable extension to these dates in such cases. Notification to a change in dates will be made to customers as soon as possible.

We cannot deliver to postcodes outside the list we have which in general means no further than 30 miles from our Garden Centre.

Delivery times are arranged to the convenience of the company in agreement with the customer. While it is not possible to give accurate times for arrival it is the customers responsibility to ensure adequate arrangements are made for receipt of delivery where access is reasonable. Failure to do so may result in rearranged arrangements which will be charged at a call out fee of £50. A minimum of 48 hours' notice is required for postponement by customers or the call out fee will still apply.

Visual quality, quantity and product checks are made on all stock delivered prior to leaving our Garden Centre. If for any reason stock is missing or damages are identified following a delivery, we will resolve as soon as is practically and reasonably possible. We cannot account for all eventualities or human errors.

No responsibility can be accepted for accidental damage caused during the delivery process.

We ask if customers check their order prior to the delivery team leaving, when and if this is possible. Any damages or missing items/parts must be made to us at Woodworks Garden Centre within 48 hours of receiving your delivery/order, or you can do so in writing providing it is within 7 calendar days. Your statutory rights are unaffected.

A photo will be taken by the delivery team of the delivery note with an additional photo taken of the stock delivered in situ when delivery is completed at your address (this will replace a need for a signature).

Under the consumer contracts regulations 2013 you have the legal right to cancel your order up to 14 calendar days after the day you receive your goods (with the exception of clearance, seconds, and reduced/sale items which are sold as seen and of which are exchange only) if you are not satisfied with your purchase to receive a full refund, or within 28 calendar days to receive an exchange. Returned items must be in their original state and original packaging as found when delivered. Any cost to return items will be charged to the customer at our normal delivery rates. Proof of purchase is required (original receipt), via The Woodworks Garden Centre only.

All products carry a 12-month guarantee. If the product is deemed unfit for purpose, not sold as described or is damaged, we will investigate, where we will conclude with the required and agreed resolution with you the customer. No responsibility or liability will be accepted by us following the 12-month period. Proof of purchase is required (original receipt), via The Woodworks Garden Centre only.

All prices are inclusive of VAT. We reserve the right to amend our prices at any time and the latest pricing structure will be final in terms of price you as the customer will be required to pay to finalise any order.

Specifications are correct at the time of publication but are subject to alteration or withdrawal at any time without notice. Our supplier's policy is to seek constantly to improve design, quality and service, we reserve the right to amend, alter or change at our discretion when such changes may be deemed desirable or necessary.