

CONDITIONS OF SALE

HANCOCKS DRAINAGE & BUILDING SUPPLIES LTD SALE TERMS

GENERAL

These terms of sale shall apply to all trading between Hancocks and the customer. By placing an order with us, you agree to accept these terms, as well as our privacy policy and terms of website use.

PRICING

We list all our prices both exclusive and inclusive of VAT. Please note all prices are subject to change as appropriate so please carefully check prices before placing your order. If a price has been added to the system incorrectly on our website and the correct price is lower we will charge you the correct price when processing the order. However if the correct price is higher than our listed price we are under no obligation to provide the product at the lower price and will notify you of this.

DELIVERY/DELIVERY COSTS

We operate our deliveries using a 7.5 ton lorry with crane and will deliver within a 15 mile radius direct from our branch using our vehicle.

We advise that customers wait for their goods to be delivered before arranging for work to be undertaken. We cannot offer any form of compensation due to orders being late.

Non Account customers

Delivery will be free on all orders when you spend over £50 inclusive of VAT within a 5 mile radius. Standard orders under £50 inclusive of VAT will incur a £20.00 delivery charge plus VAT.

The following delivery charges will apply for deliveries over 5 miles

5-10 miles under £150 – delivery charge of £25.00 + VAT

10-15 miles under £250 – delivery charge of £35.00 + VAT

On orders over 15 miles there will be a delivery charge advised upon application

Delivery direct from suppliers – there will be a delivery charge on application depending on supplier and products ordered

PLACING YOUR ORDER

You must accept these terms in full before your order can be placed and you must be aged 18 and over to place an order with us. Please check your order before placing and ensure that you provide us with your correct telephone number and email address.

PAYMENT

You can only pay for products ordered through the website by debit or credit card. We accept Visa and MasterCard. We will take payment for your order including delivery charges from your credit or debit card once you place your order. If we cannot fulfil your order for any reason we will notify you and provide you with a refund to the card you made payment with

ACCEPTANCE OF ORDER

Your order will be confirmed by an email once placed and providing payment has gone through successfully. However if we cannot fulfil your order once placed for any reason in particular stock availability we will contact you as soon as possible. If we cannot contact you about any out of stock items we will accept your order for the products we do have in stock. We will of course give you a refund for any items not available.

TIMESCALE FOR DELIVERY

We will aim to deliver your order within 2 working days unless otherwise advised and will email you with a confirmed delivery window on placement of order

We will always try to make one single delivery where possible to avoid any inconvenience to you however sometimes this may not be possible.

All deliveries must be received and signed for by a person aged 18 or over.

FAULTY PRODUCTS

If for any reason there is a problem with goods delivered or any discrepancy we must be notified upon receipt of delivery and we will endeavour to do our best in resolving this for you. Unless you have a consumer cancellation right or a faulty product all refunds are at our discretion

CONSUMER CANCELLATION RIGHTS

To exercise your rights under Consumer cancellation you must contact us any time before the products are dispatched or within 14 days from the placement of the order. If you exercise your consumer cancellation rights after delivery you will be responsible for returning the products to us at your cost and within 14 days of cancelling your order.

We will refund your returned products as soon as possible after receiving them back. The refund will be made back to you debit or credit card the order was paid with. We have the right to reduce the amount of the refund for any damage or depreciation in value of items that has resulted whilst goods have been in your care

CLICK & COLLECT

We aim to provide this on a same day service

Click and collect will be available for all goods stocked in our branch. Click and Collect will be available at 9.30am and 15.30 timeslots. Once your order is placed, you will receive a confirmation email stating your order number. A second email will be sent when the order is ready for collection. When collecting your order you will need to bring your email confirmation along with a photographic form of ID. If a third party is collecting for you they must bring the email confirmation and a form of photographic ID.

ADDITIONAL TERMS

We reserve the right to make changes to these terms without notice; any changes will be posted to this website with immediate effect.

Version 1.0

16th November 2018