

## WEBSITE TERMS AND CONDITIONS

Please read these terms of use carefully before using our website. By using our website, you confirm that you accept these terms of use and that you agree to comply with them. If you do not agree to these terms of use, you must not use our website.

### Reliance on content

Information displayed on our website is not intended for advice on which reliance should be placed. We therefore disclaim all liability and responsibility arising from any reliance placed on our website or by anyone who may be informed of any of its content. Any content downloaded or otherwise obtained through the use of this website is done at the discretion and risk of the user and we will not be responsible for any damage to any computer system or loss of data that results from the download of any such content.

### Privacy policy

We do not store any personal information regarding customers financial details. We do not pass any of our information on to third parties, and no other organisation has any access to our customer data. We will only store your personal data for as long as necessary. We would like to retain your data for future needs by recording your information on our computer system and filing paperwork as needed. This is so that we can invoice, quote, process orders and account queries efficiently. We will only keep a minimum amount of information required. Your data will be treated confidentially throughout our business relationship. Please note that you can withdraw your consent to the above data protection at any time. If you would like to do so, please send an email to [info@ukwoodpellets.eu](mailto:info@ukwoodpellets.eu).

### Cancellations

Customers can cancel an order prior to despatch with a full refund. It is the customers responsibility to ensure that cancellation instructions have been received and confirmed by us in writing.

### Damaged or defective goods:

All deliveries should be closely inspected upon receipt for damage or loss. If the delivered goods are damaged, a written claim supported by photographic evidence must be sent to us within 24 hours of delivery, after which the goods will be deemed to have been accepted as satisfactory by the customer and we will have no further liability to the customer in respect of the goods. Packed bag weight tolerance is  $\pm 2\%$  allowing for machinery error.

### Returns:

We will refund any un-opened bags returned to us at the customers cost unless otherwise stated. We will not refund on opened bags or bulk deliveries unless otherwise agreed.

### Payment terms

Unless otherwise agreed in writing, payment terms shall be net thirty (30) days from the date of invoice. Bank transfer/cheques to be made payable to UK Wood Pellets. We reserve the right to charge interest on overdue invoices at 2% above the Bank of England base rate in force calculated on a daily basis. Payment shall be deemed to have been received only when the full amount has been credited to UK Wood Pellets bank account without recourse.

## **Delivery terms**

Unless otherwise agreed to in writing by, all deliveries shall be at the expense of the customer. All delivery times quoted are estimates only. Normal delivery window is between 08:00 and 17:00 Monday to Friday. In the event a customer agreeing to a delivery and not being there to receive the goods, a redelivery charge may apply.

Delivery drivers are not obliged to move the pallet beyond the rear of the vehicle but will be helpful where conditions allow. In the event a delivery is not possible due to poor access, gravel drive or other, delivery will have to be made to kerbside at the nearest possible safe point. Goods must be checked on arrival and paperwork signed unless prior agreement has been made to drop the pallet at a predefined delivery point and left at the customer's risk. Lead times quoted may extend as the result of unforeseen traffic delays.

## **Redelivery**

A redelivery charge of up to £30 per pallet may be chargeable for every attempt if there is no one available to receive the delivery, if the delivery is turned away for no valid reason or if the delivery is unable to be left safely.

## **Our liability**

All conditions, guarantees, representations and warranties whether implied by law custom or trade or otherwise as to quantity, quality, description, fitness for purpose, condition, performance, merchantability or otherwise are excluded.

Nothing in these terms of use excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by applicable law.

We will not be liable to any user for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with use of, or inability to use our website, or reliance on any content displayed on our website. We will not be liable for any consequential loss or indirect loss suffered by you or by anyone to whom you have supplied the products. We will not be liable for losses or damages resulting from the use of the products.

## **Website content**

Whilst we do take all reasonable steps to make sure that the content on this website is up to date and accurate at all times we do not guarantee that all content is accurate and/or up to date. Some of the information is supplied to us by third parties and as such we are not able to completely verify the accuracy of all of the contents. All information contained on this website is provided without any warranty of any kind.

## **Links to this website**

You may not create a link to any page of this website without written consent. If you do create a link you do so at your own risk and the exclusions and limitations set out will apply to your use of this website by linking to it.

## **Links from this website**

We do not necessarily endorse organisations with links from this website and we therefore cannot be held responsible for the content of such external websites.

**Events outside our control**

We shall not be liable for delay or failure to perform any obligation under these terms and conditions if the delay or failure is caused by any circumstances beyond our reasonable control, including, but not limited to, acts of god, war, civil disorder or industrial dispute.

**Company information**

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