

Returns & Refunds Policy

We aim to make returns and refunds as clear and straightforward as possible. This policy explains your rights and our process when returning goods purchased from Basildon Timber Merchants Ltd.

This policy applies in addition to, and does not affect, your statutory rights under UK consumer law.

For all return enquiries, please contact us at sales@basildontimber.com

Cancellations and Returns

In all cases, a re-stocking fee of 15 % will be applied to credit notes and refunds for goods returned un-used and in their original condition. This fee applies to orders paid for and reserved for collection but where the order was not collected. The management reserve the right to change this fee.

Eligibility for Return

In all cases, a return will only be considered, provided that the item(s) meet the following criteria:

- The item(s) is/are unused and as sold
- The item(s) is/were not cut to order
- The item(s) has/have not made to your specific measurements or requirements
- The item(s) must be in a resalable condition

Purchased online:

If you purchased your goods online, under the Consumer Contracts Regulations, you have the right to cancel your order within 14 calendar days of receiving your goods. To cancel, you must contact us via email or phone, within this period, providing the order number for your purchase. You then have 14 days to return the goods to us at your own cost.

Purchased instore:

For instore purchases, you should return your goods to our shop and speak to a member of the sales team there, providing your order number to help them assist you with your return.

How to Return an Item

Returning an item varies slightly depending on how it was purchased, please see the differences below in our step by step approach to returning an item.

Purchased online:

- i. Contact Us: Email us at sales@basildontimber.com with your order details and reason for the return, within 14 calendar days of receiving the item.
- ii. Return Approval: We will provide instructions on how to return your item.
- iii. Delivery Costs: Unless the item is faulty or incorrectly supplied, the buyer is responsible for return Delivery costs.

Purchased in Branch:

- i. Contact Us: Call our shop on 01268 531444 with your order details and reason for the return within 14 calendar days of purchasing the item. Note who you spoke to.
- ii. Return Approval: We will provide instructions on how to return your item.
- iii. Returning the Item: The buyer is responsible for returning the item to the shop in order to facilitate the return.

If the return of the item in question falls outside of the remit above, please note that the company may still be able to enable the return of your item, if it is not cut to order, damaged or faulty when you received it.

Refunds

Once we receive your product we then begin the necessary steps below in order to begin the process of completing a refund:

- i. Once your return is received and inspected, we will notify you of the approval status.
- ii. Approved returns will be refunded to your original payment method within 14 days, less the 15% re-stocking fee.

Damaged or Faulty Items

If goods are faulty, damaged, or not as described, you are entitled to remedies under the Consumer Rights Act 2015, including:

- Repair or replacement
- Price reduction
- Refund (where applicable)

You should notify us as soon as reasonably possible after discovering an issue. If you purchase an item that is received faulty and/or damaged, please follow the step by step approach below so that we can look to rectify the issue for you as soon as possible:

- i. Contact Us: If you receive a damaged or faulty item, please contact us within **48 hours** of receiving your purchase.
- ii. Review of the Issue: Once we have received your notification, we may request photos of the damage in order to thoroughly review and investigate the fault and/or damage.
- iii. Rectifying the Issue: We may then have to contact the supplier and/or manufacturer in order that we can arrange a replacement or refund as appropriate.

Unwanted Goods Purchased In-Branch

For goods purchased in-branch (non-distance sales):

- Refunds for unwanted goods are offered at our discretion and a 15% restocking fee applies
- Goods must be unused and in resaleable condition
- Proof of purchase is required

This does not affect your rights where goods are faulty.

Exclusions

Unfortunately, there are instances where we are unable to allow customers to return an item to us. This could be due to the extended time frame that it has taken for them to return an item to us or if we suspect that the return is due to an involvement in an illegal activity such as fraud.

We also have individual products that due to the nature of the product, we cannot offer a refund.

The following items are non-returnable, unless they are received faulty and/or damaged:

- Cut to order products
- Products made to your specific measurements or requirements
- Special order items not usually stocked

If you have any questions about our Returns Policy, please do not hesitate to speak to our team.

Contact Us

For returns, cancellations, or refund enquiries:

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Honywood Road
Basildon
Essex, SS14 3DT
what3words: lake.noise.shovels
Phone: 01268 531444
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