

Billing Terms and Conditions

Payment & Billing Policy

We accept payment via all major debit cards, credit cards, and PayPal. All payments are subject to the terms set out below and form part of our Terms & Conditions of Sale.

Accepted Payment Methods

We currently accept the following payment methods:

- Debit cards excluding American Express
- Credit cards excluding American Express
- PayPal

Available payment methods may vary depending on eligibility and provider requirements.

Card Payments (Debit & Credit)

When you place an order:

- Your card may be authorised at checkout
- Payment is captured once your order is accepted for fulfilment
- You will receive confirmation by email

Authorisation does not guarantee capture, and we reserve the right to cancel or refund payments prior to dispatch in accordance with our Terms & Conditions.

PayPal Payments

When paying via PayPal:

- Payments are processed through PayPal's secure platform
- PayPal may place holds or conduct additional verification
- PayPal's own terms and conditions apply

Certain PayPal services, including PayPal Credit or Pay in 3, may require you to be 18 years or older and are subject to PayPal's approval.

Payment Security

All payments are processed using secure, PCI DSS-compliant payment gateways. Basildon Timber does not store or process card details on its own servers.

Payment Processing

Payments are normally processed at the time of checkout. Orders are prepared for dispatch or fulfilment only once payment has been successfully received.

Refunds

Where a refund is due:

- Refunds will be processed to the original payment method
- We aim to process refunds within 3–5 business days
- Banks and payment providers may take additional time to credit funds

Refund rights for consumers are governed by our Terms & Conditions and applicable consumer law.

Payment Disputes & Chargebacks

If a payment is disputed or a chargeback is raised:

- We will investigate the matter promptly
- We may provide transaction, delivery, and communication records to the payment provider
- Chargebacks raised without prior contact may delay resolution

We encourage customers to contact us directly at accounts@basildontimber.com before initiating a dispute.

Pricing & Currency

All prices are displayed in GBP (£).

VAT is included where applicable for consumer sales.

Agreement

By placing an order on our website, you confirm that:

- You are authorised to use the selected payment method
- You agree to this Payment & Billing Policy and our Terms & Conditions