

## DELIVERY POLICY

UPDATED 19<sup>th</sup> OCTOBER 2016

1.1 Unless otherwise expressly agreed in writing Goods will be sent by the Company to the address specified by the Buyer by road or post (as the Company shall in its absolute discretion determine the most suitable) and the Buyer shall be responsible for offloading the Goods.

1.2 The Buyer will reimburse to the Company on demand the cost of delivery of the Goods as agreed at the point of the placing of the order.

1.3 All deliveries will require a signature as proof of delivery. If for whatever reason no-one is available to sign for the delivery, the buyer can provide specific delivery instructions.

However claims for non-delivery will not be accepted in these instances.

1.4 Any dates specified by the Company for delivery of the Goods are intended to be an estimate and time for delivery shall not be made of the essence by notice. If no dates are so specified, delivery will be within a reasonable time, we cannot however offer time specific deliveries.

1.5 We do endeavour to contact all buyers by text message or email the day before the delivery date to notify the buyer of the scheduled day for delivery of the order.

1.6 Subject to the other provisions of these Conditions the Company will not be liable for any loss (including loss of profit), costs, damages, charges or expenses caused directly or indirectly by any delay in the delivery of the Goods (even if caused by the Company's negligence), nor will any delay entitle the Buyer to terminate or rescind the Contract.

1.7 If for any reason the Buyer will not accept delivery of any of the Goods when they are ready for delivery, or the Company is unable to deliver the Goods on time because the Buyer has not provided appropriate instructions, documents, licences or authorisations, then:

(a) All risks for the Goods will pass to the Buyer (including for loss or damage caused by the Company's negligence);

(b) the Goods will be deemed to have been delivered; and

(c) the Company may store the Goods until delivery when the Buyer will be liable for all related costs and expenses (including without limitation storage and insurance).

1.8 The Buyer will provide at its expense at the place where delivery takes place adequate and appropriate equipment and manual labour for offloading the Goods

1.9 All orders will be shipped in one delivery. If the buyer requires an order to be split then additional delivery charges will apply and shall need to contact our Head Office to discuss arrangements and charges.

1.10 In the unlikely event that an item on the order should be out of stock the company will contact the buyer by phone or email to discuss arrangements.

1.11 If the goods arrive damaged, incomplete or incorrect, the buyer shall sign for the goods accordingly and shall make note of the problem on the delivery ticket.

Any damages, shortages or incorrect items must be reported within 24 hours. See our "refund and cancellation policy" for more details.

1.12 The company will not accept any liability (including liability from any third parties) for consequential loss caused by damaged or faulty items or delays in dispatch of the goods.

1.13 If the Goods are supplied with saw boards or cases these may be non-returnable and maybe charged to the Buyer at cost.

1.14 This delivery policy is strictly only valid for UK mainland delivery addresses. There will be a surcharge for Scotland, Highlands Offshore Islands and the Channel Islands.

All references to the “Company” means Ainscough Limited t/a Ainscough Metals