



North East Sheds & Summerhouses Ltd  
Manufacturers & Suppliers of Bespoke Timber Buildings  
Sheds . Summerhouses . Workshops . Garages . Offices . Log Cabins . Children's Playhouses . Bird Hides . Trellis . Gates

#### TERMS & CONDITIONS

##### **1. General.**

1. We, us, our, refers to North East Sheds & Summerhouses Ltd.
2. Our address is 103A Tynemouth Road, North Shields, Tyne & Wear, NE30 1 ED.
3. U.K Law shall apply to these terms & conditions & your Statutory rights will be unaffected.
4. If any part of this agreement is determined to be invalid for any reason all other parts of the agreement shall remain in full effect.
5. If we choose to waive any of our rights in this agreement, all other parts of the agreement will remain in full effect.
6. We will in no way be held responsible for any failure to perform any of our obligations due to events beyond our control.
7. We reserve the right to change these terms & conditions at any time.

##### **2. Before you place an order.**

1. Check that the building you are ordering is suitable for its intended use.
2. Check with your local planning authority that the building you are ordering has the correct permission to be installed

##### **3. Ordering.**

1. All orders are subject to these terms & conditions.
2. By purchasing one of our products you are agreeing to these terms and conditions.
3. Unless otherwise stated, all prices are inclusive of VAT.
4. Roof materials, paint/wood preservative, guttering, foundation/base, delivery & installation are all optional products & services.
5. Optional products and/or services are only included if they have been requested or ordered and are listed as included in the quotation. Any product or service not included in the quotation will be subject to an additional charge.
6. Optional products and/or services may be required to validate any guarantee.
7. Orders will only be accepted on receipt of a 50% deposit of the total quotation price.
8. A set of plans will be produced & you will be required to check the details in full and sign an acceptance.
9. All sizes are approximate.
10. Buildings will only be delivered once the quoted balance is paid in full.
11. Products will remain the property of North East Sheds & Summerhouses Ltd until balance is paid in full.
12. If we are unable to fulfil any orders, we will refund you in full as soon as possible. There will be no further entitlement to compensate for any inconvenience that may have been caused by cancellation of the order.

##### **4. Delivery.**

1. Where delivery has been requested but installation has not, a signature will be required from the customer or someone authorised to sign on behalf upon delivery.
2. On occasions where an authorised signatory is not available to sign upon delivery, prior written acceptance of responsibility for goods must have been received, otherwise the customer will be liable for a redelivery charge.
3. Delivery dates are estimates only, although we will make every effort to deliver within agreed times.
4. We will not be liable for any loss of cost to the customer caused by delivery being delayed.
5. Delivery is kerbside only, however goods may be moved to another location on the property at the drivers discretion.
6. It is the customers responsibility to ensure that there is clear and adequate access for delivery vehicles. Please contact us prior to delivery if you have any concerns regarding access.
7. If delivery cannot be made due to restricted access, the customer will still be liable for the delivery charge and any redelivery that may be required.
8. Where delivery is made via a third party on our behalf, delivery must be signed as (unchecked) with photographs taken of any damage and noted on the delivery ticket.

##### **5. Installation.**

1. It is the customers responsibility to ensure the site and ground is suitable for the building that has been purchased.
2. Where a timber frame/base has been requested, the ground must be fairly level unless agreed prior to order.
3. Where installation has been requested, but a timber frame/base has not, it is the customers responsibility that a suitable level base is in place prior to delivery.
4. The site should be clear of any obstructions prior to delivery. If our installers are prevented from working due to any obstructions, the product will be left on site, the customer will still be liable for the installation charge and a fee for re installation.
5. It is the customers responsibility to ensure delivery/installers vehicles can be parked as near as possible to the installation site. Any parking charges that may apply must be paid by the customer.
6. Minor adjustments may be required for assembly. This is not a fault and is due to varying conditions that can affect the natural properties of timber.
7. The customer or an authorised signatory will be required to sign a confirmation once installation is complete.
8. If the product has to be carried through the property, it is the customers responsibility to cover/protect any thoroughfare and remove any valuables. We will not be liable for any damage caused whilst carrying items through the property.

##### **6. Warranty.**

1. All of our products are guaranteed for 12 months from date of purchase.
2. Failure to adhere to the assembly instructions, after care or any of these conditions will invalidate the guarantee.
3. Self assembly buildings must be assembled within seven days from delivery.
4. The product must be treated with a good quality wood preservative within seven days from delivery. Failure to do so will invalidate the guarantee.
5. Any problems that may arise due to the natural properties of timber, such as warping/distorting, knots and knot holes, splits, colour differences, surface texture cannot be guaranteed against.
6. Timber, doors and windows may move after time, this is due to the building settling. We are not liable for any required adjustments.
7. We cannot guarantee that any of our products are 100% water tight. We will not be liable for any damage caused to the building or its contents due to water ingress.
8. Paintwork can fade/discoLOUR & dark knots may appear. We cannot guarantee against this.
9. Photographic evidence will be required to identify any faults.
10. Where a site visit is required to investigate a problem, this will be chargeable and only refunded if the problem is identified as a fault with the product or our service.
11. Where a fault has been identified, it will be at our discretion to repair, replace or refund. Any repairs made by third parties without authorisation by us prior to commencement of work will invalidate this guarantee.

##### **7. Returns.**

1. Bespoke, made to measure products may not be cancelled after the initial deposit has been taken.
2. Any product that has been altered, painted, assembled or changed in any way cannot be returned.
3. Orders made by email or telephone without visiting our workshop/show site may be cancelled within 7 days of placing the order, however this does not include made to measure or bespoke products which are excluded from this.
4. Orders placed at our workshop/show site cannot be cancelled once the deposit has been paid unless condition 3.12 applies.