

RETURNS, REFUND AND CANCELLATION POLICY

We will refund or exchange an item, providing that:

1. All returns MUST be made within 7 days of receipt of goods.
2. If you wish to return an item for any reason except being faulty or we have sent the wrong goods we will only accept items that are on our current stock list subject to a 25% restocking charge. Any steel that has been specially fabricated or cut to your size/requirements cannot be returned.
3. If the goods are delivered damaged we may require evidence of the damage, e.g. photographs before we replace the goods or make a refund. Please contact our Sales Office on 01695 50665 to discuss.
4. If your goods are delivered damaged we will replace them or make a refund providing that the goods have not been used. If the goods have been used they will be deemed fit for purpose and we reserve the right not to replace or make a refund.
5. If your goods are delivered damaged we reserve the right to collect the damaged goods from the delivery address stated on your order.
6. If the goods are to be collected this may be on a different day to any replacement goods being delivered.
7. If you wish to return an item to us please contact our Sales Office on 01695 50665 or email sales@ainscoughmetals.co.uk BEFORE returning any item, who will discuss this with you.
8. We are sorry but we cannot accept returns of specially made items i.e. laser cutting or plasma cutting as these have been made to your design.
9. Please be aware that should you wish to return an item for any reason other than it being faulty or we have sent the wrong goods you will need to arrange for the goods to be returned to us either by post or courier and this will be at your own cost. We appreciate it may be difficult to arrange to return some longer lengths of metal, (i.e. over 3m long) and in these circumstances we may be able to arrange collection by our couriers at your cost. However, please note that we will not be held responsible and no compensation claims will be entered into for any non-collection, missed collection or no-show by our couriers.
10. If you paid for your original delivery we will refund the original delivery cost to you (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery

offered by us). We will not refund the original delivery cost or the cost of us delivering the goods if you received free delivery.

11. Any items to be returned should be in the original packing and be unused. We will not accept any items that have been used, cut, damaged and are not in a re saleable condition.
12. We reserve the right to recover any amount up to the contract price of any items returned to us in a damaged state or if the value of the goods is diminished by any amount as a result of mishandling the goods beyond what is necessary to check the nature, characteristics and functioning of the goods
13. All returns must show on the outer packaging our returns number. Our Sales team will give this to you.
14. Any refund will only be made once we are in receipt of the goods or you have supplied evidence of having sent the goods back whichever is the earliest. Any refunds are made by the same method as the original payment was made. We aim to process your refund as soon as possible but this will be within 14 working days of receipt of the returned goods or if earlier 14 days after the day you provide evidence that you have returned the goods.
15. The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (CCIACRs) form part of our refund/exchange policy. If the product you ordered is no longer required and provided that we have not personalised these goods by cutting them down to your specific sizes, this allows you to cancel your contract with us within 7 working days of receipt of the goods. If the goods are not required you will need to arrange for the goods to be returned to us either by post or courier and this will be at your own cost. We appreciate it may be difficult to arrange to return some longer lengths of metal, (i.e. over 3m long) and in these circumstances we may be able to arrange collection by our couriers at your cost. However, please note that we will not be held responsible and no compensation claims will be entered into for any non-collection, missed collection or no-show by our couriers. Please see Your Right to Cancel section shown at the end of these terms and conditions.
16. This refund policy does not apply to sourced goods.

Right To Cancel

- You have the right to cancel this contract within 7 days without giving any reason.
- The cancellation period will expire after 7 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires physical possession of the goods or in the case of multiple goods ordered by you in one order but delivered separately, the day on which you acquire or a third party other than the carrier and indicated by you acquired, physical possession of the last goods.
- We can only accept cancellation of goods that are on our current stock list. Any metal that has been cut to your personal requirements/size cannot be returned.
- We cannot accept cancellation of specially made items, i.e. laser cutting or plasma cutting as these have been made to your personal requirements.
- We cannot accept cancellation of any special sourced goods
- If you have ordered powder coated products and cancel your order prior to the goods leaving us you may be charged for this service if we incur costs for this process.
- This cancellation period will expire after 7 days from the day on which you or a third party other than the carrier and indicated by you acquires physical possession of the goods.
- To exercise the right to cancel you must inform us, of your decision to cancel this contract by a clear statement, in writing either by:

post to Ainscough Metals Steel Point Staveley Road Skelmersdale WN8 8DZ

or by email at sales@ainscoughmetals.co.uk

- To meet the cancellation deadline it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

1. If you cancel this contract we will reimburse to you all payments received from you including the costs of delivery (except for the

supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). We will not refund the original delivery cost or the cost of us delivering the goods if you received free delivery.

2. We may take a deduction from the reimbursement for loss in value of any goods supplied if the loss is the result of any unnecessary handling by you; other than any handling beyond what is necessary to establish the nature, characteristics and functioning of the goods.
3. We will make the reimbursement without undue delay, and not later than: 14 days after the day we receive back from you any goods supplied, or if earlier, 14 days after the day you provide evidence that you have returned the goods or if there were no goods supplied, 14 days after the day on which we were informed about your decision to cancel this contract.
4. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event you will not incur any fees as a result of the reimbursement.
5. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent the goods back whichever is the earliest.

Returning Goods

1. You shall send back the goods or hand them over to us at Ainscough Metals Steel Point Staveley Road Skelmersdale WN8 8DZ without undue delay and in any event not later than 7 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 7 days has expired.
2. You will have to bear the direct cost and arrange to return the goods by post or courier.
3. If the goods by their nature cannot be returned by post you will need to arrange their return by courier and this will be at your own cost. We appreciate it may be difficult to arrange to return some longer lengths of metal, (i.e. over 3m long) and in these circumstances we may be able to arrange collection by our couriers at your cost. However, please note that we will not be held responsible and no compensation claims will be entered into for any non-collection, missed collection or no-show by our couriers.