

# EBBEN & YORKE

## DELIVERIES

In most cases Ebben & Yorke deliveries are made by a heavy goods vehicle with a tail lift. The carrier is requested to telephone in advance to arrange a suitable delivery date and you will be supplied contact details should you need to contact with them direct. We do deliver smaller stoves and stone fireplaces on our own vans within our local delivery area.

If you think that the courier may have difficulty delivering the item then you must advise us at the time of placing your order so that we can hopefully make suitable alternative arrangements. Steps, deep gravel drives, narrow lanes etc could make safe delivery impossible and you should therefore let us know about any potential problems. In such instances where a delivery fails because you have not informed us of such a problem then we must reserve the right to charge you for the failed delivery as the carrier will make an additional charge to us if access is unsuitable and also if there is no one at the delivery address to inspect and sign for the goods.

In line with delivery policies from all other UK and Irish pallet network courier services, the driver is only obliged to deliver the pallet with your stove on it to the edge of your property, however often they are generally happy to wheel the stove into a garage or similar easy access location. This is at the driver's sole discretion.

Please do not sign for any goods until unpacked and checked in full. If any items are damaged please notify the driver and sign the note 'goods damaged'. If the delivery driver will not wait until the goods are checked please sign for as 'damaged', do not sign unchecked. Ebben & Yorke must be notified within 24 hours of any damage otherwise we will be unable to claim under our carrier's insurance. Goods signed for in good condition cannot be replaced if they are subsequently found to be damaged.

Please let us know about any problems immediately and we will arrange for a replacement to be sent to you. We may ask that the original item be returned to us so that we can return it to the manufacturer for inspection, in which case we would ask that you retain all packaging material so that the item can be returned to us.

## RETURNS

We understand that, on occasions, you may need to return a product. Our returns policy is as follows:

Mail order, telephone and internet sales to individuals (not businesses) are covered by the Consumer Protection (Distance Selling) Regulations 2000 (UK Law Directive 97/7/EC), which protect you by providing a 7 working day 'cooling off' period after the day after the product has been delivered.

You have the option to cancel any order between the time of placing it and 7 working days after delivery. Cancellations must be in writing by post or by email to [office@ebbenandyorke.co.uk](mailto:office@ebbenandyorke.co.uk) (but not to ANY other email address) and quoting the Order Number.

You have the right to receive a refund within 30 days of cancellation. We normally pay refunds within 14 days of cancellation or the goods being returned safely (whichever is the later).

You are advised to retain the packaging. You will find it difficult to return the item without appropriate packaging.

The goods must not have been fitted, installed or used in any way.

#### COLLECTIONS

Collections from our storage facilities in Sutton Coldfield can be arranged with advance notification. The customer is solely responsible for supplying suitable manpower and vehicle for the safe loading of the item. Ebben & Yorke Retail Ltd accept no liability for loss, injury or damage once the item has left our storage facility and is in the possession of the customer.