

## **Terms and Conditions – Internet and Telephone Sales**

### **Retention of Financial Data**

We do not store any financial data (for example credit card numbers).

### **Delivery Policy**

Carriage is included on all orders over £50 (net). Delivery to most mainland destinations for in stock items is normally by next day carrier for non pallet orders received before 1pm.

Special delivery arrangements apply to heavy or bulky items. This will be advised upon receipt of your order.

Pallet delivery is two to three days for orders received before 1pm. Next day pallet delivery is available at additional cost.

All damages and shortages must be advised to us within 5 working day of delivery.

We will endeavour to meet quoted delivery timescales, but delivery cannot be guaranteed.

You are recommended not to book tradespeople for installation work until you are in receipt of goods.

### **Refunds Policy**

Goods in unused and saleable condition may be returned to Hyco Manufacturing Ltd within 14 days of purchase for a full refund.

Please contact us prior to returning any products to confirm refund eligibility.

This does not affect your statutory rights.

### **Cancellation Policy**

Orders can be cancelled at any time prior to dispatch.

After dispatch, goods can still be returned for a further period of 14 days (see Refunds Policy).