

General Conditions of Sale and Supply

Acceptance

Our quotations and estimates are without commitment and an order is not binding on Hickman Brothers Landscapes Ltd until we confirm acceptance and is subject to availability.

NOTE - as many of our products are natural, colour / texture and alike will vary over which we have no control.

Prices

Unless we agree otherwise in writing, prices quoted are ex our yard and exclude VAT which is chargeable at the ruling rate.

Payment and Cancellations

All purchases must be paid for at the time of order unless an agreed account holder.

Cash - will be accepted.

Cheques - will be accepted, but goods will only be released when payment is cleared - **could take up to 2 weeks.**

Credit Cards / Debit Cards - When paying by Credit / Debit Cards you will be required to provide your full name and address with postcode and card security code. We accept all Credit / Debit Cards with the exception of American Express. _

Conditions - All cancellations will be subject to a 25% re-stocking charge. Goods specially ordered cannot be returned or refunded. Turf cancellation must be made within at least 72 hours' notice prior to delivery or a refund will not be issued.

Account Customers must make payment within 28 days of Invoice. We reserve the right to charge interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998 on all late payments.

Performance

Although Hickman Brothers Landscapes Ltd will endeavour to meet your delivery or completion requirements, unforeseen circumstances may mean that delivery / completion dates need to be revised.

Any advice given by Hickman Brothers Landscapes Ltd is given as a gesture of goodwill only and you agree that Hickman Brothers Landscapes Ltd will not be liable for any such advice.

Materials ordered are to be delivered / collected within one month of order date or a storage charge will be levied.

Title

All goods remain the property of Hickman Brothers Landscapes Ltd until paid for in full.

Claims

It is the Customers' responsibility to sign the delivery note. This confirms that the delivery is complete and to specification. Any issues are to be noted on the delivery note at time of delivery.

Suspension and Termination of Account

Late accounts and exceeding credit limits will result in suspension and termination of the account.

Deliveries and Failed Deliveries

It is the Customers' responsibility to be present and sign for goods or arrange for someone 18 and over to sign for on their behalf at the time of delivery. Hickman Brothers Landscapes Ltd **DOES NOT** accept responsibility for the goods, or where the goods are left, if the Customer is unable to sign for at time of delivery after prior arrangements have been made. Hickman Brothers Landscapes Ltd delivers to the edge of the Public Highway. If you direct our driver off the Public Highway it becomes solely your responsibility and risk regarding any damage and / or recovery costs. Part deliveries will be subject to additional charges. We allow 20 minutes for unloading and additional time will be charged at £90.00 per hour or part thereof. If a failed delivery occurs due to access issues, i.e. overhead cables, height restrictions, surface conditions etc., you will be responsible for the haulage costs for delivering the product to you and for the cost of returning the goods to Hickman Brothers Landscapes Ltd. Any further deliveries will be chargeable.

Returns

Returns must be notified to our office within 72 hours of delivery, either by phone or e-mail, be re-saleable and in an unused condition and will be subject to a 25% re-stocking charge on return to our yard. If collection is required then this will be chargeable.

TURF IS A NON-RETURNABLE ITEM.

Customer Signature:

Driver Signature:

Print Name:

Print Name:


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