

Terms and Conditions

Order Cancellation

The Purchaser shall, within seven days of payment of a deposit, be entitled, by written notice to the Company, to cancel the purchase in which event the Purchaser shall be entitled to a refund of monies paid, less any administration or other costs.

Deposits will not be refunded on Bespoke or non stock Buildings after the seven day cut off.

Pricing and Description of Products

Fettes Sawmill Ltd take all reasonable care in the preparation of the content of this website, in particular to ensure that details, descriptions and prices of products on Fettes Sawmill's website are correct at time of publishing and all products have been fairly described.

Although we aim to keep the website as up to date as possible, the information including Product Descriptions or Price appearing on this Website at a particular time may not always reflect the position exactly at the moment you place an order.

In the event of a product's correct price being higher than the price stated on our site, we will at our discretion either contact you for instructions before dispatching the product, or reject your order and notify you of such rejection.

We are under no obligation to provide the product to you at the incorrect (lower) price, even after we have sent you an order confirmation e-mail.

We cannot confirm the price of a product until your order is accepted in accordance with our payment procedure detailed above. Any order is only accepted at the point when your product is despatched.

All sizes quoted are approximate. Fettes Sawmill Ltd shall not be liable to any person for any loss or damage which may arise from the use of any of the information contained in any of the materials on this website.

Materials & Warranty

All our Garden Buildings (except sheds) come with a 12 month warranty to replace damaged or defective parts. Some movement of the timber may occur as it expands and contracts with changes in humidity and temperature, knots may also fall out, this is perfectly natural and does not affect the integrity of the product and is not classed as damage. Windows, locks and door handles are covered by the manufacturers warranty assuming the product is assembled as per the manufacturers instructions. Damage caused by either ,extreme weather described by the Met Office as "storm" conditions, "inappropriate use" or "Acts of God" are not covered under the warranty.

Title to the product and Guarantee remain the property of Fettes Sawmill Ltd until paid in full.

Liabilities

It is the sole responsibility of the customer to obtain planning consent or make any necessary enquiries to their local planning department for any product supplied by Fettes Sawmill Limited.

Loss or damage arising from fair wear and tear, wilful damage, storm damage, negligence on the part of the customer, or failure to follow appropriate maintenance instructions, is not the liability of Fettes Sawmill Limited.

Wood is a living natural material affected by environmental and climatic changes. Fettes Sawmill Limited cannot accept liability for splits, shrinkage, expansion, warping, variations in colour and other natural imperfections. All sizes and measurements stated must be regarded as approximate.

Delivery

This website is only for delivery of products to customers in the UK mainland. We will not be able to deliver to offshore locations and there may be an additional delivery charge for some locations eg Northern Ireland, the Channel Islands, Isle of Man, Orkney, Shetland and Scottish Islands.

Garden Buildings (except Sheds) are delivered FREE of charge to mainland UK only. There must be at least two able persons to help offload. Charges will apply if this is not the case.

Please contact us to discuss via the contact page.

Delivery charges and estimated timescales for delivery are calculated when you place your order. We make every effort to deliver items within the estimated timescale, however delays are occasionally inevitable due to unforeseen factors. Fettes Sawmill Ltd shall have no liability for any delay or failure to deliver the products within our estimated timescales.

We recommend that you do not book installers until your order has been delivered to you and checked. Fettes Sawmill Ltd cannot be held responsible for any third-party costs incurred due to non-delivery of an order.

We reserve the right to charge for delivery in the event that incorrect information is provided by the customer to Fettes Sawmill Ltd resulting in a re delivery of your order or replacement parts.

We will deliver the goods ordered by you to the address you give us for delivery at the time you make your order.

Risk of loss and damage of products passes to you on the date when the products are delivered on or on the date of first attempted delivery by us.

Installation of Product & Maintenance

You must ensure that you have received and checked you order in full before booking any fitters and contractors. Fettes Sawmill Ltd will not be liable for any financial losses or claims (including without limitation loss of revenues, data, profits, expenses, contracts, business or anticipated savings); or loss of goodwill or reputation; or special or indirect losses due to any fitters and contractors not being able to continue

installation as a result of missing, damaged, non delivery or incomplete delivery of goods ordered from Fettes Sawmill Ltd.

We would advise painting your garden building as soon as possible and then every 2 years with a good quality **waterproof** paint to preserve the integrity of the garden building. **Please note:- Timber is not Waterproof!**

After any storm it is necessary to check the roof structure and make any necessary repairs.

We would strongly advise fitting guttering and down pipes' to a suitable outflow' to avoid water hitting the ground and bouncing back up onto the garden building. This could lead to damp problems or water damage and may also undermine the foundations of your building.

Site Preparation & Prices

We recommend a slabbed or concrete base for all our garden buildings. We will not accept responsibility for any settling problems if this is not the case.

The Basework may involve significantly more levelling or materials than estimated and therefore any additional materials will be added at cost price plus additional time spent completing the job will be charged at a labour rate of £25 per hour.

Payment Terms & Invoicing

You will be sent an invoice by email or post when you order a log cabin. A minimum 20% deposit is payable in advance, 50% for bespoke or any cabin on offer, with the balance for the garden building paid in full prior to the delivery. If the garden building is to be installed by Fettes Sawmill Ltd, full payment is due on the day the garden building is complete.

Businesslink.gov.uk outlines the interest charges as shown below:

"For contracts dated on or after 7 August 2002, the late payment interest rate is 8 per cent plus the current reference rate. The reference rate for payments that became overdue between 1 January and 30 June is the Bank of England base rate on 31 December the previous year. For payments that became overdue between 1 July and 31 December, the reference rate is the Bank of England base rate on 30 June that year.

For example:

If the base or reference rate for the six month period when the debt became overdue is 0.5 per cent, then the statutory interest charge is 8.5 per cent (0.5 per cent base/reference rate plus 8 per cent).

The debt is £851.06 plus £148.94 VAT = total £1,000

If this debt is 30 days late, then the interest owed is: £1,000 x 8.5 per cent = £85 (the annual rate) £85 / 365 = 23p (the daily rate) 23p x 30 days = £6.90 (the interest owed to date)"

We do not offer any finance or credit arrangements.

These Terms and Conditions do not affect your statutory rights