

GutterWarehouse.co.uk Cancellation, Returns & Refund Policy

Re-stocking fee

Please be aware that for any accepted returns with refunds due, a re-stocking fee will be deducted from the refund amount.

This re-stocking fee is fixed at 30% of the gross order value (gross meaning the order value before any discount that had been applied).

Delivery lead time

Please note that due to an increase in demand Lindab UK have increased their delivery lead times to a minimum 7-10 working days for stock items & 3-4 weeks for non-stock items; this will be reviewed on a weekly basis.

If a scheduled delivery date is provided within the above lead times, the order cannot be cancelled due to the lead time to delivery and would not be refunded as the lead time is accepted at the point of order & payment.

If delivery is delayed, incomplete or has any other issues we will not accept any liability as the order is dispatched & fulfilled by the Lindab UK warehouse – we will resolve on your behalf, however resolution of any issues will be based on Lindab UK's timeframes which are out of our control.

Cancellation of an order prior to despatch

Orders can be cancelled prior to despatch for a full refund, providing we are notified in writing by email at least 2 full working days prior to the scheduled despatch date.

We cannot accept partial cancellation of an order, full order cancellation is required to qualify for a refund and we will assist you in placing a new order.

Cancellation of an order after despatch

If the order has been despatched, you must await its arrival and notify us in writing by email of your intention to return the goods.

Once we have acknowledged your correspondence, we will send you a returns form & instruct you to return all items to the Lindab UK warehouse (address on the despatch note) along with all original packing and paperwork.

We recommend that you return the goods using a package tracked service as goods not received back at the Lindab UK warehouse will not be refunded.

Any missing, damaged or surplus-delivered items returned will not be refunded.

We cannot accept partial cancellation/return of an order, full order cancellation/return is required to qualify for a refund and we will assist you in placing a new order.

Customised items

Customised items can be refunded only if the customisation process has not started and will be subject to Lindab UK's authorisation and discretion.

An administration fee may also apply depending on the level of administration and design work completed prior to cancellation.

Deliveries to be checked upon receipt. Goods inadequate must be photographed and reported immediately prior to unloading. Damage must be reported within 24hrs of delivery.

Brexit Clause: The UK has now left the European Union, however there are still concerns that material adverse effects could arise in particular with regard to, but not limited to, VAT, customs issues, additional taxes, applicable statutory provisions regardless of an agreed Brexit deal or 'no deal'. Swedish Metals UK Limited reserves the right to pass on any additional costs to its customers and if necessary add such costs to existing quotations/orders, and will not accept liability for any import/production delays which may impact on customers' delivery dates.

Coronavirus Clause: COVID-19 (coronavirus) is reportedly impacting global manufacturing, transportation and cross-border supply chains underpinning many aspects of international trade and commerce. Swedish Metals UK Limited will not accept liability for any import/production delays which may impact on customers' delivery dates, as a result of the current outbreak.

Return of surplus/unwanted items ordered

We do not accept returns of items that have been ordered and are no longer required, nor offer refunds for this. For example, if you have ordered too many of a certain item(s) and/or have ordered the wrong item(s) we are unable to offer a return or refund.

Return delivery costs

With exception of the reasons given below we will not be able to refund the postage/delivery costs of either the despatch from the Lindab UK Warehouse nor the item return costs, unless:

- The products received are faulty/damaged and/or do not match the product description we have provided, and replacement products cannot be delivered in an appropriate timeframe;
- You are ending the sale contract because we have told you of an upcoming change to the product or this policy or an error in pricing;
- A delay in delivery due to events outside our control (outside of agreed lead time) or because you have a legal right to do so as a result of something we have done wrong.

In all other circumstances, you must pay the costs of despatch and return.

How to request a cancellation and/or return

Please email info@gutterwarehouse.co.uk with your request and include your order reference and full details.

If your email is received outside of our business hours (Monday-Friday 9am-5pm, excluding all weekends and national holiday dates) it will be treated as being received at 9am on the next working day.

Our acceptance of order cancellation/return will start once our refunds department has received and replied to your email.

Any refund will be returned to the payment card you used to place the initial order.

Correspondence address

Gutter Warehouse c/o The Metal Roof Company
145 – 147 Boston Road
Hanwell
London
W7 3SA
Tel: 0208 037 6020
Email: info@gutterwarehouse.co.uk

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