

Terms & Conditions

Delivery



All orders over £200.00 excluding VAT are delivered free to UK mainland locations.

Purchase Orders must state the contact name and telephone number to allow us to book in the delivery.

Orders under £200.00 will have a delivery charge of £55.00 per order applied.

Pallet deliveries charged at £12.00 per pallet.

Highland and Offshore Islands are chargeable depending on order size and quantity.

Shipments to Ireland, Europe and Rest of World will be based on Ex-Works or POA.

Deliveries will be made to nearest ground floor undercover point only.

Deliveries being made by a third party courier such as Palletways will be a curb-side delivery.

It is your responsibility to remove and dispose of any packaging, including wooden pallets.

Redelivery charge of 10% of order value (Minimum £55.00 charge if 10% is below this figure).

We do not deliver to private addresses.

Warranty



All our products have a warranty against manufacturing and material defects, however damage caused through misuse, modification to the product, cleaning and maintenance outside our guidelines and general wear and tear will not be included.

Restocking Charges



A re-stocking charge of 40% of the value of the goods to return the items back to our factory will be applied. This re-stocking charge is subject to a minimum charge of £30.00 + VAT.

We reserve the right to charge for goods that have been cancelled if already entered production or complete.

Storage Charges



If you change the delivery date of your order a storage charge of 3% of the order value per week will be applicable should the goods have entered production or have been manufactured. Please contact our Customer Service Team if you need to make a delivery date change.

Returns Policy



To report damages, notification and supporting images must be given within 3 days from date of delivery; 7 days notification is allowed for reporting unwanted items. Please contact our Customer Service Team if you need to make a return.

LAST UPDATED MARCH 2025

If you would like to find out more information about our Terms and Conditions, please get in touch with our Customer Service Team:

 01226 350 555

 customers@metalliform.co.uk

 www.metalliform.co.uk