

# 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.

## 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



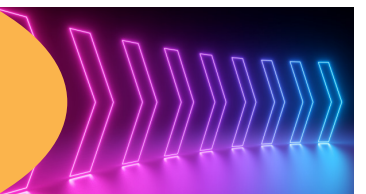
If you change the delivery date of your order a storage charge of 3% of the order value per week will be applicable should the goods have entered production or have been manufactured. Please contact our Customer Service Team if you need to make a delivery date change.

## 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.

## 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](mailto:customers@metalliform.co.uk)

 [www.metalliform.co.uk](http://www.metalliform.co.uk)