

Return Policy

As a Company we are willing to accept returns on products as described below.

Any return must be accompanied by the original sales document.

Any return of any product must be that it is in an unused and unopened condition.

Returns must be within 14 days of the original sale taking place.

Any item can not be painted, stained or have any kind of coating placed upon it.

We can only accept any timber item returned as sold on the original sales document and in its original condition as sold - this includes that no item can have been cut to length, shape or size.

Special Orders that have been arranged are also subject to a 20% returns fee.

Your legal rights: When you buy goods from a business, in law you have a number of rights as a consumer. These include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty or misdescribed.

This policy is offered in addition to your legal rights.