

IMPORTANT ORDER INFORMATION

Commercial Edition – Metal Sheets Ltd

Delivery Terms

- All delivery dates are estimates only and do not form part of a binding contract.
- Risk in the goods passes to the customer upon delivery.
- Do not arrange installers, contractors or preparatory works until goods have been received and inspected.
- Pallet deliveries are kerbside only.
- Drivers are not required to assist with unloading beyond the tail lift.
- Adequate labour and access arrangements must be in place at time of delivery.

Inspection & Acceptance

- Goods must be inspected immediately upon delivery.
- Visible damage must be noted on the delivery documentation.
- Signing as 'unchecked' does not remove the requirement to report visible damage at time of delivery.
- Claims for minor surface marking must be raised prior to installation.
- Once goods have been installed, cut, fabricated, fixed in place, altered or otherwise modified, they are deemed accepted.
- No liability for surface condition, dimensional issues or damage will be accepted after installation or modification.

Natural Material Characteristics

Zinc, copper, brass, stainless steel and patinated finishes are natural materials and may exhibit tonal variation, surface marking and ongoing ageing. These characteristics are inherent to the material and are not considered defects.

Damage & Returns

- Damaged or incorrect items must be reported within 5 working days of receipt.
- Photographic evidence must be supplied to support any claim.
- Goods must not be installed or modified if a claim is intended.

- Return of goods must be agreed in writing prior to dispatch.
- Returned goods must be suitably packaged to prevent transit damage.
- Refunds will be processed following inspection of returned goods.

This document forms part of our commercial guidance and should be read in conjunction with our full Terms & Conditions of Sale.

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