

Radnor Timber Cancellation & Returns Policy

This cancellation and returns policy explains your rights to cancel an order after it has been placed, both before and after the products have been delivered.

About the products

We sell a range of oak and other timber products on our website. We also sell other items such as fixings.

The oak and timber products are made from natural materials. Timber products can move and distort, especially during variations in weather, heat and humidity. This is normal and is not a fault. Depending on the product, some are supplied treated to increase durability, whereas others are untreated.

The amount that timber products move and distort is very much dependant on how and where the products are stored and fitted.

For example, if timber products are stored or fitted in direct sunlight and heat, they are likely to distort more than if stored or fitted in a shaded area.

If timber products are constantly wet, they absorb moisture and expand.

How to cancel an order

If you order our products online or over the telephone, you have 14 days to change your mind and cancel your order (this does not apply to all products).

Your rights to a refund depends on what you have ordered and whether or not the products have been delivered.

To cancel an order, you must tell us clearly that this is what you intend to do within 14 days of ordering. You can do this by sending an email to info@radnortimber.co.uk stating your name, order number and confirmation that you wish to cancel your order.

Returns

Products which aren't bespoke are usually dispatched within 10 working days of you placing an order.

If products have not been dispatched and you have informed us of your wish to cancel the order in sufficient time, we will cancel the order and they will not be dispatched to you.

If you have received the products, or your cancellation has been received too late to cancel dispatch, it is your responsibility to return the products to us.

Products must be returned safely and securely by the method they were delivered to you. Usually, this is a courier or specialist transport company as our products are not suitable for sending in the regular post.

Timber products **must be returned in their original, unopened packaging**. The packaging has been designed to keep the products safe and secure, and to avoid them being damaged in transit. We also require products to be returned in original, unopened packaging in order that the products may be resold or returned to suppliers. Some products are packaged at our suppliers' factories using their own systems. If this packaging is removed, opened or damaged, these goods cannot be returned to our suppliers and no refund will be given.

Accessories such as stains, sealants, adhesives, underlays or other 'non-timber' products must be unopened and undamaged but can be returned in any box or packaging provided they are wrapped securely to avoid damage or spillage.

You are responsible for the cost of returning all products to us.

Inspection and refunds

On receipt of the returned Products, we will inspect them and determine what refund (if any) the Customer is entitled to.

You will receive a refund of the full price of any accessories (stains, sealants etc.) less a handling and restocking fee of 20% of the purchase price, provided that the tins are undamaged and have not been opened.

For timber products, you will receive a refund of the full purchase price, less a handling and restocking fee of 20% of the purchase price for standard products that are returned in their original unopened and undamaged packaging, are in an unspoiled condition and can be resold or returned to the supplier.

Where you are entitled to a refund, we will make the refund as soon as reasonably possible and in any event within 14 days of us receiving the products back.

The refund will be made by the same method that you made the original purchase.

If the original packaging for timber products is opened or damaged you won't be entitled to any refund.

If items are not in an unspoiled condition, for example if they have swelled, shrank, distorted, cupped, warped, split or moved they will not be able to be resold or returned to the supplier and you won't receive any refund. Alternatively, if they have been stained, cut, drilled or damaged in any way you won't receive any refund.

Because our timber products are machined from natural materials, they are susceptible to swelling, shrinkage, distortion etc when they are not stored in a climate-controlled environment. This includes during transit. Therefore, the products will be assessed according to the state they are in when they are received by Radnor Timber, not when they leave the customer's premises. Radnor Timber's expert opinion is final in making this decision.

Items which cannot be returned

Timber weatherboard and cladding as these products are 'sawn to order' to suit the quantities and dimensions ordered by customers. Fresh sawn weatherboarding can't be stored for long periods as stock items and must be fitted quickly after delivery.

Oak framed log stores, oak framed garden stores and any other oak or timber buildings, as these are 'made to order'.

Oak beams as these are 'sawn to order' to suit the quantities and dimensions ordered by customers. Oak beams can bend and discolour during periods of storage and should be installed soon after delivery.

Oak raised bed kits as these are 'made to order'.

If you return any of these products, or any bespoke products that have been made to your specification, they will not be able to be resold and therefore you will not receive a refund for them.

No refund will be given for surplus Products left over after installation.