



TERMS AND CONDITIONS REGARDING DELIVERIES TO SITE AND RETURNING OF GOODS

If delivery to site has been requested the following information must be noted:

- It is at the discretion of C.A.T. Ltd whether to agree to deliver orders direct to site. If accepted there will be a £7.50 delivery surcharge.
- A contact name and number for the person taking the delivery must be supplied. This person must be on site and available to take the goods from the delivery vehicle without delay.
- Full site address including postcode must be supplied.
- Inform our sales team of any relevant traffic restrictions, obstacles, parking charges or other circumstances which may cause potential problems in carrying out the delivery.
- We may use third party carriers for some of our deliveries and these are not as flexible as our own delivery vehicles. Should they encounter any difficulty they are more likely to fail to effect a delivery.

Please help us to help you and ensure a satisfactory delivery.

Returning of Goods

Returns are not normally accepted and will be at the discretion of C.A.T. Ltd.

We do not accept the return of any material supplied due to over ordering.

The return of any goods will be subject to a minimum re-stocking charge of 25% of their value. The customer will need to arrange for the return of the goods at their own cost. Any goods returned must be undamaged and in re-saleable condition before any credit is raised. Products that have been installed cannot be returned.

Bespoke Order Items

Products custom made to your order cannot be returned unless otherwise agreed in writing. These products are made to order and for your specific requirement.