

Delivery & Returns Policy



DELIVERY POLICY

Our Standard UK Shipping of flooring is FREE to mainland UK addresses (excludes Scottish Highlands, islands & Northern Ireland), for orders over 15sqm

For any orders under 15m² there will be a carriage charge of £25

The place of delivery shall be as stated on the Ibrido Order Confirmation and/or Sales Invoice.

Standard deliveries are made within approximately 2-3 Working Days of the date of dispatch, subject to availability.

POSTAL SAMPLE DELIVERY

The shipping of up to x3 postal samples is free via Royal Mail. Please allow up to 5 working days for delivery.

YOUR DELIVERY

It is advisable to order your floor, so it arrives a few days ahead of the planned installation. This will allow the floor to acclimatise for at least a day before fitting.

Ordering ahead of installation also gives you plenty of time to successfully receive Goods as courier deliveries can never be completely guaranteed.

Carriers – UK shipping is usually with DPD. Larger orders may be palletised, and sent with Palletways, Pallex, or their agents.

Your delivery date is confirmed by email once we have processed your order. Standard UK delivery is anywhere between 09:00 and 17:00 hrs, although delivery may be attempted outside of these hours in busy periods.

We **MUST** be informed in advance if there is anything which may affect delivery and possibly result in a failed delivery.

DELIVERIES

To avoid unnecessary charges, and ensure a smooth delivery process, please adhere to the below:

- Deliveries can be made on trucks up to 18 tonne and it is assumed that the delivery address will be accessible. Customers must inform the company of any access issues **at the time of placing the order**. Such issues can include road size, parking, vehicle access issues and other off-loading restrictions but please note this list is not exhaustive.
- Delivery of flooring is to kerbside so the customer must provide labour to move it into the premises. For larger orders, where an on-site forklift is not available, labour is also required for offloading.
- If the customer's order arrives as arranged but the delivery fails because the goods are refused, nobody is at home, or there is inadequate help to unload, then the customer will be held liable for the additional haulage costs.
- The goods will not be left without signature by the customer, or a responsible/nominated adult selected by the customer. The customer must take care opening the product so as not to damage the goods with sharp instruments.
- On delivery the customer must check that all delivered goods are as expected. Goods sent incorrectly by Ibrido will be collected at no extra cost to the customer if they are packaged in the original packaging and in good saleable condition.
- Deliveries can be made anytime between 09:00 and 17:00 so there must be someone to accept Goods else this will result in a failed delivery.

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DAMAGES & DELAYS

Although all our deliveries are made by reputable companies all delivery firms experience occasional problems which may result in a delay to your order. We recommend that you take delivery and check your flooring prior to finalising fitting arrangements. Please note that we are not responsible for any consequential loss or damages caused by any delays.

To re-iterate it is always best to order your floor ahead of scheduled fitting in case of delivery problems.

Delivery charges for delayed deliveries are non-refundable unless we failed to despatch your order on time in which case, we may partially refund your delivery charges at our sole discretion.

- The Company shall not be held liable for any short delivery of Goods unless written notice is given to the Company within 2 Working Days from the delivery of the remaining Goods. Missing items should be clearly marked on the relevant POD and handed back to the driver.
- If the delivery note is signed by, or on behalf of the Buyer, Goods shall be presumed to be accepted.
- If the delivery note is signed, damages and missing goods should be clearly marked on the POD and handed back to the driver at the time of delivery.
- If you *are* unfortunate enough to receive a damaged or missing item, do make sure it is noted on the courier's paperwork. No claims for damaged or missing items can be claimed once the courier has left the delivery address unless signed as such.
- Ibrido recommends that the customer follows all health and safety guidelines on the packaging and any other instructions relating to the installation of goods. If the customer is unsure about how to install or use the goods, then they should seek advice from a professional floor fitter or appropriate professional. Instructions and further information can be sourced direct from Ibrido.
- Ibrido will NOT accept claims for faulty, mis-described, or faulty products once the flooring has been installed.
- Where the Buyer or Fitter / Flooring Contractor has used or installed the floor such use or installation shall be taken as conclusive evidence that the buyer has accepted that the goods are in perfect condition.
- Ibrido will not accept responsibility for any claims that are the result of incorrect use or fitting of any goods supplied.

You must accept full responsibility for the suitability of the goods ordered and that they are fit for purpose

RETURNS

We are sure that you will be happy with your Ibrido floor, however, should you have any concerns then as a consumer you have 14 days to return all the goods back to us. Please read the below Returns Procedure carefully.

YOUR RIGHTS

If you are a consumer, you have the right under the Consumer Contracts Regulations to cancel the contract and receive a full refund in respect of all goods purchased, except customised goods. You have 14 calendar days starting on the day after you receive the goods, to cancel your contract in writing to us at Ibrido in accordance with the Returns Procedure. We do not accept the return of part orders.

ACCEPTING GOODS & RETURNS POLICIES

- Goods should be checked thoroughly on arrival. Damages discovered after you have signed the POD can be applied for as a claim if reported alongside photographic evidence within 2 working days. These are referred to as 'hidden damages' and are sent for approval and dealt with as individual cases. Please Note: not all claims are guaranteed; applications will be rejected if damages are not deemed to be hidden.
- Written agreement by email from info@ibrido.co.uk, and a *Returns Authorisation Number, should be obtained before returning goods.
- Goods need to be in a good enough condition for resale (open and/or part packs will not be accepted for return).
- Anything returned with signs of use or unreasonable handling will be deemed unsellable or unable to be sold for the same price. Under these circumstances we are entitled to deduct the reduction in value of the goods from the refund due to you.
- Opening 1-2 Packs may be necessary to check suitability but opening or fitting additional packs of the same item will be seen as unreasonable handling.

If your contract is cancelled, and your refund of Goods accepted, we will refund any sums due within 14 days of receipt of the goods

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RETURNS PROCEDURE

You must notify Ibrido of your request to return goods by contacting us by email to info@ibrido.co.uk

Once your return has been approved, we will send you a *Returns Authorisation Number and send you the details of an address to which the items should be returned within 14 days labelled with your name, address, order number and Returns Authorisation Number.

Any return you send is at your own cost and risk. The goods must be re-packed securely, and larger orders will need to be palletised. We suggest using an insured courier service where a signature is required by the receiving party as we are not responsible for items lost in transit or damaged on their way back to us.

There is a legal obligation for you to take reasonability and care of Goods once in your possession. If this isn't adhered to it may have an effect on the amount refunded back to you. Once Goods have been returned and signed off any refund for the agreed amount will be credited to the original source of payment.