



Dear customer,

I am writing to you to outline our policy regarding delivery procedures and the reporting of shortages, damages and returns. Listed below identifies and outlines the various types of return requests.

DELIVERIES:

On receipt of any delivery from our suppliers please ensure:

- **ALL products must be checked for damage.**
- ALL delivery notes must be signed and the customer count field needs completing; Direct 2 Site will refute any claims where any customer has refused to sign the delivery note. If a customer insist on signing unchecked then no claim will be entertained for quantity shortages or damage.

GUIDELINES

EDGE DAMAGE:

For all return requests due to edge damage: this must be reported on receipt of delivery.

When the goods are delivered you, the customer, must check there and then for edge damage and any edge damage must be noted on the delivery note. Direct 2 Site will honour any return requests for edge damage which is noted on a signed delivery note stating the edge damage. We will arrange for our supplier to collect the goods (unless they have been returned on the original vehicle). Replacements will be delivered as soon as possible.

FACE DAMAGE: (where goods are palletised and the face cannot be checked on delivery)

For all return requests due to face damage, this must be reported within 3 working days from receipt of delivery. Please ensure you do not remove the goods from any packaging. If the packaging is damaged, take a photograph; do not proceed to open the packaging if you suspect damage. Photographs where available are required to be emailed through showing damage to the goods. Please note; if the goods have been moved by you to another location (a different site) no return will be accepted by Direct 2 site for face damage. We will arrange for our supplier to collect the goods (unless they have been returned on the original vehicle). Our supplier, on receipt back to them, will check the goods as per the photographic evidence and description and confirm their findings. If there is a discrepancy with the returns request we will make contact with you.

Direct 2 Site (UK) Limited 11A St Mary's Street, Eynesbury, St Neots, Cambridgeshire PE19 2TA

Call: 07876 492 063 Call: 0845 0710 188 Fax: 0845 0710 189 darren@direct2site.org www.direct2site.org



DELIVERY ERRORS OR DUPLICATED ORDERS:

For all return requests due to wrong goods being received, we request these to be reported within 3 working days from receipt of delivery. Please ensure you do not remove the goods from the packaging and that the goods are stored appropriately. Please note; if the goods have been moved by you to another location without our consent (a different site) no return will be accepted by Direct 2 site. We will arrange for our supplier to collect the goods as soon as possible (unless they have been returned on the original vehicle) A restocking charge may be applied by the supplier if the order is identified as a duplicate order by you, the customer.

ORDER INPUT ERROR BY DIRECT 2 SITE:

For all return requests due to an order input error by us, we request these to be reported within 3 working days from receipt of delivery Please ensure you do not remove the goods from the packaging and that the goods are stored appropriately. Please note; if the goods have been moved by you to another location without our consent (a different site) no return will be accepted by Direct 2 site and the goods will be charged accordingly.

MANUFACTURING DEFECTS ON SITE:

For all **Installed** goods, any manufacturing defect with an installed product will be referred to us in writing. For all **Uninstalled** goods, any manufacturing defect needs to be reported within 10 working days from delivery. Photographs are required to establish the fault prior to accepting any returns request. If the product is at the customer's house ask the customer to take the photo. We will arrange for our supplier to inspect or collect the faulty goods and issue a replacement. We will replace any goods found to be defective, however will not be liable for any fitting costs.

CUSTOMER ORDERING ERROR:

All return requests due to customer order error must be reported within 3 working days from receipt of delivery (unless they have been returned on the original vehicle). The supplier may levy a restocking or collection charge (any goods that are made especially to customer requirements are strictly non-returnable). If a collection is agreed in principle by the supplier then it will be at the driver's discretion if the goods are collected. Our suppliers, on receipt back to them, will check the goods. If there is a discrepancy with the returns we will make contact with you.

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PRODUCT WARRANTY:

Goods supplied but not manufactured by us are sold subject to the conditions of sale of the manufacturers of those goods and the company will pass on the benefit of the suppliers guarantees to you. However in the event of any failure by the supplier, for whatever reason, to meet any liability, the company shall be under no liability to you in that respect.

NON-RETURNABLE GOODS:

Any goods that are made to order or ordered specially to customer requirements are strictly non-returnable. Certain products such as Cement, plaster and plasterboard are also non- returnable.

TYPES OF DELIVERY VEHICLES:

Some deliveries are made on articulated lorries, and most have crane off load facilities. If a rigid vehicle is required there may be an additional cost. A rigid vehicle may mean a rigid vehicle or a 6 wheeler or 8 wheeler and drag. One driver will attend each delivery. It is sometimes the customer's responsibility to ensure that mechanical off- loading equipment (e.g. fork lift) is provided, or alternatively, adequate labour to manually off-load the goods. If you are unsure, product weights can be supplied upon written request and whilst drivers are happy to assist with this in most instances, they are not responsible for any goods damaged if pallets have to be "broken" down on vehicles. Kerbside Pallet Drops (deliveries made by a kerbside tail-lift lorry) will place the pallet as near as possible to where you need it. The ground and road need to be flat, level and solid to use this system. Broken concrete, gravel or sloping grounds are unsuitable and pallets may only be left on the roadside. All deliveries are at the driver's discretion. We will outline on our quote what type of vehicle will make your delivery.

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