

CONDITIONS OF SALE

BASE – You will need a concrete base to erect the building on. ***It must be flat, square and level and exceed the external sizes of the building by 102mm (4”).***

The thickness of the base must suit local ground conditions. Sufficient hardening time must have elapsed before installation of the building. We will not erect a building on paving, either block or slab, or tarmac.

Planning – **YOU MUST OBTAIN ALL RELEVANT PLANNING PERMISSIONS, BUILDING REGULATION CONSENTS** and other necessary approvals at YOUR OWN EXPENSE and RISK **BEFORE** we can install the goods. To find out if your project requires, contact your Local Planning Authority.

Delivery Dates – **ALL** delivery dates quoted are subject to alteration and should be treated as approximate only. Times of delivery will not be of the essence. We will endeavour to keep to all delivery dates quoted, however, these may change due to strikes, lockouts, shortages of labour and materials, breakdown of machinery and vehicles etc. We reserve the right to amend these as deemed necessary and will notify the change of delivery wherever possible. We will endeavour to work within all reasonable parameters, but failure to agree a re-delivery date, despite best efforts will result in Hanson Garages providing a “window” of delivery, where delivery must be taken by you – This window will be 7 Working Days – Failure to accept a date within this window will result in Hanson Garages treating this as an Abortive Trip, and the appropriate charges / fees will apply.

Access To Site – A ‘Help your Driver’ form will be enclosed with the order confirmation. **This must be completed and returned along with the signed order confirmation.** The price quoted is based on a delivery vehicle getting **within 30 metres of the base, over reasonably flat and firm ground.** The access must accommodate transport barrows, which are 1 metre wide. Distances to transport the building of more than 30 metres should be declared at this point, and a corresponding delivery charge will be agreed. We will not carry the goods through a house or outbuildings, or steps.

Installation – We highly recommend that you are present during installation of the building to advise the exact position of the building on the base. **If you are not, the positioning of the building will be at the installer’s discretion.** This is particularly important when the base is larger than the minimum size/dimensions of the building and you will be responsible for the costs if you wish the goods to be repositioned **AFTER** installation. If the base or access is sub-standard and we are not able to install the building for any reason, the components will be offloaded on site. A charge of 20% of the order value will be made for us to return to the site and install the building when the initial problem has been rectified. The customer will, AT ALL TIMES, be responsible for all items offloaded on site. **If any property is damaged during the installation of the building, e.g. driveways, walls, vehicles etc. The damage must be reported to the office BEFORE the installers leave the site.** You will be issued with a reference number and must quote this in all future correspondence. **Hanson Garages cannot accept responsibility for any damage to personal property reported after the event. If you make any changes or amends 5 days before your scheduled Installation Date, you may incur additional charges.**

Rainwater – The joint between the panels and the base is **NOT** a watertight joint. (Hanson Garages will fit the cement fillet on orders where one has been requested and purchased by the customer). **Therefore a cement fillet must be pointed on the inside only of the garage after installation to seal the garage to the base. IT IS THE CUSTOMER’S RESPONSIBILITY TO POINT THE CEMENT FILLET, IF A CEMENT FILLET IS NOT ORDERED AT OUTSET.** Fillets that are applied by Hanson Garages Ltd to an uneven base will not be covered by the guarantee.

It is also strongly advised that rainwater guttering be fitted to the building to take the surface Water away from the base. The up and over door requires clearance at ground level to operate, and we are unable to prevent water seeping underneath the door. Fitting a weather strip may stop this occurring.

Payment – Payment **MUST BE MADE IN FULL** a **MINIMUM of 14 DAYS BEFORE** delivery of the building. Our preferred method of payment is by Bank transfer into the bank account detailed on the Sales Order Acknowledgement - quoting the Customer number. Alternatively payment can be made by Bankers draft, Personal cheque (please allow an additional 7 days for personal cheques to clear), Debit or Credit Card.

Cancellation – Hanson Garages offer a 14 Day Cooling Off Period, where you have the right to cancel during this time. Your 14 Day Cooling Off Period starts from the date that you place your order. In all other circumstances, a cancellation charge of 20% of the value of the building will be payable in the event of an order being cancelled AFTER the 14 Day Cooling Off Period. **Orders cancelled less than 7 days before delivery will be subject to a further cancellation charge equal to the additional costs incurred by us. These charges are to reimburse us for the abortive costs incurred in meeting your order.**

To exercise your right of cancellation, you MUST give written notice to us by letter or email quoting your Customer number and order number.

If you exercise your right of cancellation AFTER the 14 Day Cooling Off Period, and / or after the goods have been delivered to you but not yet installed, you will be responsible for returning the goods to us at your own cost to Warren Road, Green Lane Industrial Park, Featherstone, West Yorkshire, WF7 6EL. You should contact us if you want to arrange haulage, at your own expense, for the return of the goods.

In this case you must take reasonable care of the goods once you have exercised your right to cancel after the 14 Day Cooling Off Period. We will refund any sum paid by you or debited from your credit or debit card for the goods within 30 days of cancellation, subject to receipt of the returned goods, and those goods being in a satisfactory condition.

In the event of a change in the VAT rate, we reserve the right to adjust the price accordingly.

Doors, Fronts and Other Items – Our Standard Garage Door is White in Colour with a Vertical Design. Your preference cannot be guaranteed, as we are totally reliant on supplier shipments. Under certain circumstances we reserve the right to deliver a second choice door, provided that it is a close match and fit for purpose. We cannot guarantee that an exact colour match can be achieved for items displayed on our website or other literature, due to the nature of the manufacturing process of certain items, which may be changed by those respective companies from time to time, however, we will endeavour to provide you with the closest match to your requested colour where possible.

Order Amendments – If you would like to make any amendments to your order, the latest you may be able to make any changes, would be 14 working days before delivery. Amendments may be subject to a charge.

Guarantee – Your building has a structural guarantee for 10 years from the date of installation. The contract is subject to English Law.

Specification – As part of the Company's policy of continued product improvement, Hanson Garages reserves the right to modify the specification of our garages without prior notice. These changes will only take place when deemed desirable or necessary.

Data Protection – Hanson Garages continually updates its Data Protection and Privacy policies on a regular basis to ensure we are always compliant with current legislation. Our Privacy Policy can be found on our website <https://www.hansonconcretegarages.co.uk/privacy-policy/> If you would like a printed copy please call us and we can arrange a copy to be emailed or posted as required.

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