

# Gallows Brackets LTD Terms and Conditions

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## 1. Business description

We design and manufacture Gallows Brackets and related building products. We supply directly to the building trade, builders merchants and the general public.

## 2. Privacy policy

We do not hold any credit card information. All our transactions are made through PayPal. Please see the relevant website for their Privacy policy.

To order from us customers need to supply; name, delivery addresses and telephone number.

We will keep customer contact details on our database subject to customer request to delete or opt out of any promotional campaigns. We do not share this information with a third party.

Any inaccuracies in customer's information will be corrected when notified.

## 3. Delivery policy

We offer delivery anywhere in mainland UK.

Deliveries are made within 3 to 5 working days upon receipt of payment.

Delivery costs are calculated according to weight; see web site for current delivery charges. All our deliveries are made via road courier.

We offer a free of charge customer collect facility. Prior confirmation of visit is required.

## 4. Return / Cancellation policy

Cancelled orders are refundable within 28 days of payment being received. Cancelled Goods need to be returned in delivery condition.

If the product is faulty we will offer the above exchange facility.

All delivery costs are non refundable. Please return any items to the address below: Returned goods are subject to a 25% handling charge.

## 5. Contact information

**Tel:** 01708 607 609

**Mobile:** 07905 939 515

**Fax:** 01708 606 686

**Email:** sales@gallowsbrackets.com

### **Business / Return Address**

Gallows Brackets Ltd

Unit 1

Thurrock Business Centre

Breach Road

West Thurrock

RM2 3NR