

ORDER CANCELLATIONS, RETURNS AND WARRANTY INFORMATION

Changing or cancelling an order

Any changes to orders or cancellations must be made in writing. Orders can be cancelled in the following circumstances:

- Orders for stock products can be cancelled with no penalty.
- Orders for products that we can return to the supplier can normally be cancelled - however, it is likely that a re-stocking charge will be applied.
- Orders for products that are specially made by us or other suppliers can not normally be cancelled and you will be liable for the full value of the order. If the order is in production we will not be able to cancel the order and you will be liable for the full cost.

When ordering made to order products, it is important that you are sure that you are ordering what you require.

Returning products

- If you wish to return a product that we normally carry in stock that is not faulty or damaged, we will accept it for credit/refund if the original invoice is with the products and it is in its original condition. Products that are not in their original condition can not be accepted for return. **This includes products that have been painted.**
- For goods that we do not stock, we will accept them for return provided that we can return them to the original supplier. In these instances there will be a restocking charge of a minimum of 15% of the value of the returned goods.
- For goods that have been made to order (either by B&V or another manufacturer) it is **unlikely** that they can be returned for credit at all. Please note that this also applies to products listed in this Product Guide that are made to order.

If you are from a merchant, we require written notification that you wish to return an order for credit.

Faulty/damaged products

Occasionally, goods turn out to be either faulty or damaged. When this does happen, we are keen to ensure that the problem is resolved quickly with the minimum fuss and inconvenience.

At the point of accepting goods, either on delivery or at our premises, it is important that you inspect the goods to ensure that there are no obvious signs of damage.

If you have a query or claim about a damaged or faulty product, **please call us at the earliest opportunity on 0800 428642 from landlines or 09 846 1502 from mobiles, quoting the invoice number on your receipt.** This will help us identify your product quickly.

Claims after 7 days will not be accepted.

If you have purchased our products through a merchant, you will need to contact your merchant in the first instance. Once they have notified us, we will organise a prompt follow up.

Warranty Information

All timber products require care and preparation prior to installation. By following these guidelines, your exterior timber products will give many years good service. Failure to follow these steps will invalidate the product warranty.

Site Storage.

Always store joinery units upright and in a dry ventilated environment, avoiding direct sunlight and heat sources. Un-primed Joinery products require at least one coat of an **oil-based primer** immediately upon reaching site. Special care should be taken on sites with heavy masonry content (i.e concrete block / slab) construction. Moisture from surrounding masonry will be absorbed by raw timber products, compromising dimensional stability of joinery components.

Prime / Seal

B&V recommends purchasing all exterior Joinery products Factory Primed / Sealed. Use only premium quality oil-base alkyd primers and sealers. Within **4 weeks** of receiving your joinery or other timber products **you will need to apply a minimum of two successive coats (preferably oil-based enamels) to all primed surfaces, paying special attention to all 'End grain' surfaces.** This area is where a large percentage of moisture uptake occurs and causes the most common of problems: Swelling, shrinkage and joint failure. **LOSP (H3.1) Treated products will only accept an oil-based Alkyd primer.** Acrylic based primers will not fully adhere to the solvent based LOSP treatment. Successive top coats applied may be Acrylic or water-based Paints. Please ask us prior to priming your product if you are unsure of its treatment value.

All cuts should also be sealed prior to installation

Installation

All B & V Joinery products require installation by trade qualified personnel. Incorrect installation will result in disappointing and poor performance along with a shortened life expectancy of the product concerned. Incorrect installation can lead to the assumption that the joinery product is defective which in most cases is incorrect. Any installation instructions provided must be followed at all times.

Intended Use

Please ensure that the joinery or renovation product that you are purchasing is suitable for the intended end use. Some Joinery will perform better and last longer in certain locations (i.e panel doors generally will not perform well in weather exposed locations etc). **Placing a joinery unit in an unsuitable location may void your warranty.**

Please ask for advice before placing your order if you are unsure about the best product for your particular application.