
DELIVERY POLICY

1. DELIVERY TIMES

Once confirmed, orders will normally be dispatched within 3 working days from stock. The Company shall not accept any responsibility for delays in transit and any consequential loss, however caused.

We will endeavour to complete delivery within 7 working days, unless otherwise advised, but no liability can be accepted if circumstances prevent this. Claims for consequential losses arising from late delivery will not be accepted.

2. DELAYED DELIVERY & FAILED DELIVERY

We shall be under no liability for any delay or failure to deliver products if the delay or failure is wholly or partly caused by circumstances beyond our control. For example, delivery companies may be delayed due to traffic incidents or weather conditions.

3. MISSING ITEMS

We ensure to always dispatch orders in full and contact you if this is not possible. All deliveries must be checked by the Customer prior to signing the Delivery Note. Any missing products(s)/parcels must be written on the Delivery Note and reported to the Company in person, by post, telephone or email within 3 days of the delivery date, quoting the requisite Delivery Note number. The Company reserves the right to reject Customer claims for missing products if this procedure is not followed. In the event of any missing product(s) being confirmed, the Company shall do its best to re-deliver these to the Customer and will do so at its own expense.

4. DAMAGED OR FAULTY ITEMS

You will need to inform East Riding Horticulture Ltd. of the fault within 3 days of receiving them by emailing sales@erh-ltd.co.uk with photographic evidence of the fault or damage. You have the legal right to a full refund if you return your faulty or damaged goods within 30 days of receiving them.

5. MINIMUM ORDER CHARGE

Orders under £175 exc VAT will incur £14.95 exc VAT delivery charge

