
HEALTH AND SAFETY POLICY STATEMENT

All the chemicals East Riding Horticulture Ltd. supply are fully cleared for horticultural / amenity use and should only be used by trained and competent professional users. The chemicals East Riding Horticulture Ltd. supply are fully approved for the use as stated on the label. Full protective clothing should be worn when applying these chemicals as described on the label or on the safety data sheets. The operator is responsible for reading the label and applying the chemical in the correct way. This means applying the chemical at the stated quantities in the correct amount of water to specified area.

A full understanding of the chemicals and their usage is essential before these chemicals are used and this also includes their effect to the natural wildlife, flora and fauna in the area they are going to be applied. Untrained or amateur users are not allowed by law to purchase or apply professional products.

We will only supply professional chemicals to customers known to us or by receiving on headed paper a fully authorised purchase order from a professional account such as a growers, golf course or local authority ect.

SALE OF PROFESSIONAL PESTICIDE PRODUCTS

Pesticides approved for the professional use should only be used by trained and competent professional users. (Part III of the Food and Environment Protection Act 1985, and related Codes of Practice).

We remind you of this and ask you to ensure that anyone who uses a professional pesticide product bought from us has the appropriate certificate of competence unless exempt from the requirements of the UK legislation.

If you wish to purchase a professional pesticide product, and you are not known to East Riding Horticulture Ltd as a professional greenkeeper, groundsman, contractor, farmer or grower, then you will be asked to produce either a current NPTC (National Proficiency Tests Council) test certificate or NRoSO (National Register of Sprayer Operators) membership certificate.

If you do not hold the above qualifications (and are not exempt under UK Regulations), you must obtain the relevant training, use a local spraying contractor or apply the product under the supervision of a trained operator.

It is in your interest to obtain the relevant training certificates and we can supply the necessary information.

We accept no liability whatsoever for any injury or damage to persons or property where a product purchased from us is applied by a person without the prescribed qualification and/or not in accordance with the manufacturers instructions supplied with the product.

Use pesticides safely - read the label before use



RETURN POLICY

2. MY GOODS ARE DAMAGED OR FAULTY

- 2.1 You have the legal right to a full refund if you return your faulty or damaged goods within 30 days of receiving them.
- 2.2 You will need to inform East Riding Horticulture Ltd. of the fault within 7 days of receiving them by emailing sales@erh-ltd.co.uk with photographic evidence of the fault or damage.
- 2.3 If you inform East Riding Horticulture Ltd. of faulty or damaged goods between 7 days and 6 months of receiving them, East Riding Horticulture Ltd. reserves the right to repair or replace the goods.
- 2.4 If the repair or replacement is unsuccessful, you can then ask for a refund.
- 2.5 If you inform East Riding Horticulture Ltd. after 6 months of faulty goods, you are responsible for providing evidence that the fault was present at the time they were delivered.

3. RELEVANT LEGISLATION

- 3.1 The most important statutory rights for returning your shopping comes from two pieces of legislation - the Consumer Rights Act 2015 and the Consumer Contracts Regulations.
- 3.2 These two regulations cover the return of unwanted goods bought online or over the phone and your right to return faulty goods bought online or over the phone.

