



TERMS AND CONDITIONS

These Terms and Conditions will be part of the contract between the customer and J.G.B Steelcraft (UK) Limited.

J.G.B Steelcraft (UK) Limited a company registered in Scotland with Registered Company No: SC130494 and having its registered office at Sir James Clark Building, Studio 4, Ground Floor, Paisley PA1 1TJ.

1. Contract of Sale

All orders that you place on this website will be subject to acceptance in accordance with these Terms and Conditions. When you place an order to purchase a product, we will send you an e-mail confirming receipt of your order, with the details of your order.

The final acceptance of your order will be complete at the time we send you a Dispatch Confirmation email. Any products from the order, not confirmed in the invoice enclosed with the Dispatch Confirmation email, have not been purchased and paid for.

The ownership remains with J.G.B Steelcraft (UK) Limited until the complete payment of the order has been made.

2. Prices, Availability & Promotions

All prices are given in Pound Sterling (£) and are inclusive of VAT. Prices may change and offers may be withdrawn at any time. The prices do not include delivery charges which are added to your order at checkout.

Although we try to ensure that all prices displayed on our website are accurate, errors may sometimes occur. If we discover an error in the price of an item you have ordered, we will contact you as soon as possible. You will have the option to reconfirm your order at the correct price or cancel it. If we are unable to contact you, we will consider the incorrectly priced item as cancelled.

All displayed products are subject to availability – we do display real time stock information on our website, however we also take orders offline and so we cannot always guarantee availability of items particularly when stock is low. You may still order out of stock products if we have more on order – you will not be charged for these until we dispatch them.

You can only use one promotion code per order. Note that some codes may only be valid for certain items and the majority of codes will have an expiry date. In situations where a free gift or bundle are applicable, we are only able to fulfil while stocks last.

Please note the terms and conditions of each promotion may vary, so make sure you check when you receive any codes. From time to time, we may give you a promotion that you can use to reduce the price of specified products or to redeem a free gift. Remember, it's up to you to enter the code at checkout!

If you receive a unique promotion code that is meant just for you please keep it secret and don't let anyone else use it or abuse it. If we think there is or has



been a misuse of a promo code in any way, we will cancel your promotion code and/or suspend or even close your account.

3. Delivery

Delivery charges will be added at checkout. Small items will be delivered by courier, Large items will be delivered on a Europallet, this will be a kerbside delivery PLEASE ENSURE A 7.5 TONNE HGV CAN GAIN ACCESS TO THE DELIVERY ADDRESS YOU SPECIFY.

4. Payment Terms

Full payment must be received for your order before it is dispatched. While every effort is made to send complete orders, we reserve the right to make part deliveries.

We accept payment through Stripe & Bank Transfer.

5. Returns

- 5.1** You have a legal right to cancel the Contract (subject to certain exceptions set out below) without giving any reason within 14 days of the day after you receive the Goods. This is the "Cancellation Period".
- 5.2** You can cancel by telephone on 0141 892 2000 or by email to admin@jgbsteelcraft.co.uk
- 5.3** You must return the Goods to us (at your own risk and cost) within 14 days of notifying us that you wish to cancel by sending them by courier to:

J.G.B Steelcraft (UK) Limited
10 Carlyle Avenue
Hillington Park
Glasgow
G52 4XX
- 5.4** The Goods must be returned unused and in good condition with the original packaging.
- 5.5** Within 14 days of receiving the returned Goods, unused and in good condition, we will refund the full purchase price (original delivery charges will not be refunded).

6. Personalised Goods

You do not have the right to cancel any Goods that have been personalised to your requirements.

7. Faulty/Damaged Goods

- 7.1** We warrant that the Goods that we supply are of satisfactory quality and are fit for the purpose for which Goods of that nature are commonly supplied.



7.2 If you return Goods to us for a reason other than if you change your mind, we will inspect the Goods and either replace them or refund the full purchase price (subject to our acceptance that there is a manufacturing defect or other fault). This is subject to you returning the Goods to us no later than 14 days after your receipt of the Goods.

7.3 We will replace the Goods or refund you, provided that the defect or fault is not; caused by usual wear and tear, damage caused deliberately or accidentally, your negligence or if you fail to follow product instructions or if the Goods have been misused, altered or repaired without our approval.

Any refund will NOT include any delivery charges that you have paid and will NOT include the cost of returning the Goods to us. If we do not find any fault or defect, then your cancellation and refund rights are limited to those set out in paragraph 5.1 above, although this does not affect your statutory rights. Subject to paragraph 12 below, the remedy in this paragraph 7.3 represents our entire liability to you for any claim in respect of the Goods that the law provides, insofar as we are permitted to limit our liability to you.

8. Display on the Website

We have made every effort to display as accurately as possible the appearances, colours, textures or finishes of our products that appear on the website. What you see will depend on your monitor and computer equipment, we are therefore unable to guarantee that the product images are an accurate representation of the actual merchandise.

All products are sold as one piece and the price displayed is for one unit, unless otherwise stated in the product name that the product is a set and contains multiple pieces.

9. Use of Cookies

Please see our cookie page for more information.

10. Privacy

For details of how we collect and use any personal information, please see our privacy policy.

11. Other

We may change these Terms and Conditions at any time. If any of these Terms and Conditions are invalid or unenforceable, the remainder of these Terms and Conditions shall continue to have full force and effect.