

TERMS & CONDITIONS

1. Price and Payment

- i. The prices of the goods / services are set out within the Confirmation of Instruction letter.
- ii. A £1,000 deposit must be placed to confirm the order.
- iii. All remaining balances are payable, in full, no less than 25 days prior to delivery, as cleared funds.
- iv. No order will be delivered without full cleared funds.
- v. Orders placed on hold for longer than 12 weeks may be subject to price changes due to currency fluctuations, stock availability or manufacturer price increase.
- vi. Any orders held for a period of 12 months will automatically be classed as cancelled with the deposit non-refundable.

2. The Goods

- i. All Devon Log Cabins Ltd buildings are manufactured from freshly machined softwood raw materials, and as such, will have natural defects visible, including such items as, splits, shakes, resin pockets, bow and twist. All of which will not affect the stability of your building nor its ability to be fit for purpose.
- ii. If you have purchased a cabin kit in the unlikely event that there are damaged or missing component parts, please notify us within 7 working days of delivery. We will provide one free of charge replacement delivery. All subsequent orders may incur a charge. Devon Log Cabins Ltd reserves the right to inspect the initial delivery prior to processing any replacement components.

3. Delivery

- i. When placing your order/planning your delivery, please allow as much notice as possible. In peak season, delivery slots are taken very quickly and may be as far as 10-12 weeks in advance.
- ii. Every effort will be made to deliver as per our booking, but in the event that this cannot be met, we will endeavour to advise you as soon as possible. Unfortunately, Devon Log Cabins Ltd cannot be held liable for any losses that arise from such changes to circumstances beyond our control.
- iii. Any changes made to the confirmed delivery slot by you may incur additional charges. These charges will range from £50-£1000 subject to the ability to reallocate such scheduled resources.
- iv. Standard deliveries are Monday to Friday only and cannot be scheduled until the signed Confirmation of Instruction and Terms have been returned and a deposit has been received as cleared funds in our account.

4. Access and Offload

- i. Deliveries will be made on a 26-tonne rigid vehicle. The vehicle is 12 metres in length with a crane attachment. Please keep this in mind when placing your order/delivery and advise of any delivery restrictions via public or private roads when confirming your order.

- ii. Any delivery failures or delays due to incorrect delivery information may result in additional charges.
- iii. The offload destination will be to the nearest hard standing kerbside location only. The delivery driver has the ultimate decision if the requested drop location is within reach and more importantly safe to do so.
- iv. Devon Log Cabins Ltd cannot be held liable for any damage to ground work sustained if requesting the vehicle or product to be dropped to an area other than the kerbside.

5. Base Groundworks

- i. Unless already agreed and set out in the Confirmation of Instruction letter, your order does not include provision for any ground works, whether levelling the area or installing a base. This must be completed by a separate agreement and completed prior to delivery.
- ii. All foundations must have the minimum requirement of being solid, flat, level and of secure standing to support the full weight of the cabin and its intended use. Failure to meet these requirements will result in an aborted installation charge. This charge must be settled before a re-visit can be scheduled.
- iii. The foundation must be at least the size of the building (log end to log end) in all directions.

6. The Building

- i. When considering a building and its placement, please refer to the cabins floor and roof plans for the exact build dimensions. If we have carried out a site visit this will have already been considered.
- ii. It is the customer's responsibility to ensure that the size, height and placement of the building have all the relevant permissions granted prior to purchase and installation.
- iii. Where possible we will endeavour to remove any left over timber from the build site, however any leftover packaging materials and other leftover materials are the customer's responsibility to dispose of.

7. Treatment

- i. All cabins purchased via Devon Log Cabins Ltd are untreated and do require treating with a suitable treatment to the exterior of the cabin and the full window and door casements. It is recommended that the inside of your cabin is also treated.
- ii. If purchased through Devon Log Cabins Ltd, treatment is supply only, unless otherwise agreed, and is recommended to be completed as per the painting guidelines we will provide prior to delivery.
- iii. The inside and ALL edges of the doors and windows must also be treated with a suitable treatment. This will equalize the expansion or shrinkage on both the inside and outside of the doors and windows. Failure to do so may increase the risk of distortion and void the cabin warranty.
- iv. Once treatment has been applied, it is imperative that clear silicone sealant is applied from eaves to foundation along the corner covers. It is also a requirement to be applied around door and window frame fascia surrounds.

- v. Any treatment purchased via Devon Log Cabins Ltd is non-refundable once confirmed and we cannot exchange it for another product.
- vi. Ongoing maintenance must be carried out as per the manufacturer's requirements.
- vii. Warning – If using a product on the floorboards it does also need to be a suitable treatment. Using a varnish or similar products will cause gaps to open sporadically between the floorboards. Although these products say they are ideal for internal usage the manufacturer would describe the cabins as external due to the movement of the timber.

8. Cancellation / Returns

- i. If you wish to cancel your order, or that there are circumstances not advised to us leading to a forced cancellation, a charge will be applicable to cover the following costs. These costs will vary dependent on how far your order has progressed within the supply chain.
 - a. Administration fees.
 - b. Shipment costs into the UK.
 - c. Logistical costs incurred upon arrival at the delivery depot.
 - d. Site delivery costs.
 - e. Charges incurred for delivery resources unable to be re-allocated.
 - f. Charges incurred for build teams unable to be re-allocated.
 - g. Re-banding and collection of the product.
 - h. Consideration taken to product resale value.
- ii. Should the product not be available in the condition and packaging as sold, Devon Log Cabins Ltd reserves the right to refuse the cancellation.
- iii. If the access route, base or site is found to be unsuitable or does not meet our minimum criteria above, we will not be able to complete the delivery/build and we will need to charge to return. There will be no refund or discount from the order.

Cancellation: If an order is cancelled after 14 days from the date of order, a cancellation charge of £250.00 will be due for administration costs. If a cancellation is received less than one month prior to the agreed delivery date, any refund will only be made in accordance with resale value of the item.