



Ordering, Delivery & Collection Policy

Order Placement

1. All Purchase orders must be emailed to sales@westcountryslate.co.uk or communicated verbally to a member of staff. Where it is a customers policy for PO Numbers to be used a written order MUST be provided.
2. No responsibility for errors or omissions will be accepted for verbal orders communicated to any staff member.
3. Any customer can request a copy of the order before delivery which Westcountry Slate Supplies will communicate via a valid email address provided by the customer.

Order Amendment

1. Orders Can be amended up to the point of delivery providing that the items are in stock or are NOT special or Made to Order. Please see our made to order terms below for Special/made to order items.
2. Amendments to orders cannot be accepted once the delivery has been shipped and/or loaded onto a delivery vehicle. In the case of additions this is only possible entirely at Westcountry Slate Supplies Ltd discretion.

Order Cancellation

1. Cancellations to orders will only be accepted up to the point of loading and shipping unless the item is Special/ Made to Order. Special/Made to order items are Non Cancellable in line with our Special Order / Made to Order terms. Westcountry Slate Supplies Ltd reserves the right to charge for the cancellation of an order which has already been loaded and/or shipped in line with our returns policy.
2. Where an order has not been shipped Westcountry Slate Supplies reserve the right to charge a 20% fee for handling, loss of stock availability and processing of the order.
3. Persistent cancellation of orders even in line with this policy may result in refusal of future orders being accepted.

Special Order / Made to Order Products

1. Any Special Order / Made to Order Product cannot be amended or cancelled once ordered.
2. Any Special Order / Made to Order Products must be collected/scheduled for delivery within 1 week of them becoming available.
3. Any Any Special Order / Made to Order Product which is not collected/scheduled for delivery within 1 week of becoming available will automatically be delivered/invoiced to the customer plus any relevant delivery charges.

Delivery Terms

1. Deliveries must comply with minimum order values of the relevant products.
2. Deliveries will be in line with any minimum order quantities or pallet quantities and/or pack quantities.
3. Deliveries which fall below minimum order values will be subject to delivery charges and/or small order charges. Westcountry Slate Supplies reserve the right to charge this without prior approval from the customer.



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- Deliveries will be made between our opening hours Monday to Friday at unspecified times. We can deliver between our opening hours and refusal to accept deliveries between these times will result in returns charges and lost haulage charges being applied to any order.
- Someone should be on site to accept delivery, check the goods and sign the proof of delivery. If there is no one on site the driver will leave the goods and take a photograph of the delivery. No responsibility will be taken for any loss or damage to material. In this event it shall be presumed that all materials are delivered in good condition and No claims can be made in respect of breakage and/or damage.
- Deliveries are made to kerbside only and require hardstanding ground. Westcountry Slate Supplies requires any customer to make available to them (at the customers expense) any forklift unloading facilities which maybe available on site. If the order requires mechanical offload the customer must inform Westcountry Slate Supplies of this requirement and the relevant pricing levels and/or delivery charges will be applied.
- Customers must inform Westcountry Slate Supplies of vehicle/access restrictions.
- Drivers have the right to refuse to offload material if deemed unsafe
- Orders cannot be split and must be delivered on the same delivery date, in full to the same location.
- Westcountry Slate Supplies endeavour to deliver on the agreed date, however the date or time cannot be guaranteed, and we do not accept liability of consequential losses.
- Charges will be applied to all deliveries which require waiting times of over 1 hour. Any Delays further to 1 hour will be billed at £100 per hour. These are billed in 1 hour blocks so eg. 2hrs 10 mins will be billed as 3 hrs. This does not include mechanical offloading time.
- Where Moffett Offload is chosen by Westcountry Slate Supplies the max travel distance from the Lorry is 100m. If a further distance from the vehicle is required even at the drivers discretion this will be chargeable for the time and fuel required.
- The Driver's decision is Final. Westcountry Slate Supplies will not allow any driver of a delivery vehicle to be over-ruled in any circumstance. Customers have no right to request a certain driver or discriminate against any drivers ability compared to another.

Collection Terms

- Once the vehicle has been loaded it is the responsibility of the customer or their designated haulier to check the load and sign the proof of collection. Loads can be checked prior to departure in a designated safe location.
- Westcountry Slate Supplies accepts no responsibility for the security of the load or suitability of the vehicle for the transport of the load. It is the Drivers responsibility to check the capability of their vehicle before loading/leaving. Westcountry Slate Supplies can provide approximate weights of the products but would advise customers to travel to the nearest public weigh bridge if they are unsure of the load on the vehicle.



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We cannot be held responsible for the accuracy of the weights of the products as this can be affected by many factors including "wet" weight and density of the batch.

Vehicle Loading

1. All drivers collecting products must adhere to the on site health and safety instructions.
2. Follow instructions given by the loading team at all times, please remain out of the operational area of the forklift.
3. All Drivers/Customers are to ensure that their vehicle is clear and free of debris and other materials. Unclear vehicles are a health and Safety risk to our staff and may result in refusal to assist in loading.
4. Westcountry Slate Supplies reserves the right to refuse to load any vehicle any member of staff deems unsafe or unsuitable at anytime. This does not allow any right for a customer to claim any charges or losses of any kind against Westcountry Slate Supplies. Alternative arrangements must be made at entirely the customers expense.
5. Westcountry Slate Supplies expects all Drivers/Customers to follow their own health & safety policies put in place by their respective employer. If any driver/customer believes that any of these may contravene a policy in place at one of our sites please contact the site manager.

After-sales Policy

Returns Policy

Westcountry Slate Supplies Ltd reserves the right to refuse the return of surplus materials to due to incorrect ordering, on occasion when approved by a member of management the following policy will apply:

1. All Goods must be returned in original packaging unopened. Any natural slate which has been graded and/or removed from the original crate are non-returnable.
2. Special Order/Made to Order items are non-returnable for credit in any circumstance.
3. Any Fibre Cement Slate, Cladding and Ridges are non-returnable in any circumstance.
4. Any Kytun Aluminium Verge System are non-returnable in any circumstance.
5. Any damaged, scratched or not "as new" condition materials are non-returnable in any circumstance.
6. Any Lead Products of any kind are non-returnable in any circumstance.
7. If Westcountry Slate Supplies are requested to collect the goods, a haulage charge will be applicable. This will vary depending on location quantity and/or if a mechanical loading vehicle is required.
8. It is always the customers responsibility to ensure that the materials are stored in the correct manner in line with the manufacturers recommendations.
9. Westcountry Slate Supplies does not accept any responsibility of any kind for quantities provided by any member of staff for any shortfall or excess of material. This Returns policy will always apply in every circumstance.



Aftersales Policy

If a Return has been agreed by a member of the management team, the table below defines the level of restocking charge dependent on the time the goods have been invoiced. This time period starts from the date of invoice NOT delivery/collection date.

Period of Time	% Charge of Restocking
Within 1 Week	20% + Collection Charges
Within 2 Weeks	30% + Collection Charges
Within 3 Weeks	40% + Collection Charges
Within 4 Weeks	50% + Collection Charges
Over 4 Weeks	At Company Descretion

Westcountry Slate Supplies can entirely at its discretion allow an "exchange of materials" outside of this policy. This will be considered on a case-by-case basis.

Any refund granted by Westcountry Slate Supplies will be re-credited to your account if you are a credit account holder. Should the goods be returned and deemed unfit for resale, you will be charged for the goods in addition to the restocking and haulage charges already applicable.

Damages Policy

1. Notification of claims for damaged materials must in all cases be made within 24 hours of receipt (excluding weekends).
2. Once a delivery ticket is signed, Westcountry Slate Supplies do not accept responsibility for damage or discrepancy.
3. Westcountry Slate Supplies require photographs to be taken of the product and the packaging to validate any breakage claim.
4. Any Materials which have been transported by anyone other than Westcountry Slate Supplies Ltd will not be eligible to claim for damages.