

## ORDER SERVICES

### ORDER CONFIRMATION

1. You will receive an order confirmation within 24 working hours of receipt of your order by Baumit UK.
2. Please ensure all order confirmations are checked for each order placed and inform Baumit UK of any discrepancies within 1 hour.
3. If an order relates to a specific project, please ensure you quote the technical specification / quotation number to ensure the correct pricing is applied.
4. We recommend a physical colour sample be requested before ordering coloured product. No liability is accepted for colour variations and the customer should satisfy themselves that the colour is in line with their expectations before placing the order.
5. The appearance of colours can be affected by grain size, texture, application technique and size of area of application and is matched to our nearest life colour. No liability is accepted for such variations.

### ORDER AMENDMENT

1. Order amendments will be accepted up to 24 hours before loading.
2. Order amendments for Full load orders coming from our European plants will be 72 hours before loading.
3. Order amendments on non-stock or special products are not permitted.

### ORDER CANCELLATION

1. Order cancellations are permitted up to 48 hours before delivery date free of charge.
2. Order cancellation is only possible on stocked items and not on special or non-stocked items.
3. Order cancellations within 48 hours of delivery will incur charges and will be informed at point of cancellation.

#### **Cancellations received after loading commenced:**

£260 re-stocking charge

#### **Cancellations received after vehicle has departed:**

£260 re-stocking charge plus transport charges

### RETURNS

1. Product can be returned to Baumit UK if we have dispatched incorrectly or if the product is proved to be defective. All products sent in error must be returned in a condition suitable for resale. Products will be inspected on return and a credit will only be issued once the product is deemed defective and meets the criteria above.
2. Returns are only possible for stocked items and will be subject to a 25% re-stocking charge.
3. For special or non-stocked items, returns are not possible.
4. Returns need to be confirmed to Baumit UK within 3 days of delivery, excluding products proved to be defective.
5. Unfortunately, Baumit UK will not accept the return of any product ordered in error and delivered direct to site.

## DELIVERY SERVICES

### DELIVERY SCHEDULES

1. We offer FREE Economy delivery on Full loads from our manufacturing facility in Europe and on Full or half load orders from our Head Office in Maidstone.
2. We offer FREE Economy delivery on all orders above £1,000 excl. VAT from our Head Office in Maidstone.
3. Our minimum order value is £1,000, If your order is less than £1,000 excl. VAT, a carriage charge of £150 will be applied.
4. For all single tinted products, a carriage surcharge of £10 excl. VAT will be applied for a next day delivery service.
5. Order deadline of 12pm for goods to be dispatched on the day of ordering
6. For delivery lead times, please contact our Sales Operations Team.

\* Economy Delivery, 2-3 days, 08:00 and 18:00.

\*\* Next Day and/or AM/PM deliveries will be subject to additional charges, please see our Transport Cost Sheet for further information.

### TRANSPORT AND DELIVERY CONSIDERATIONS

1. Please note there may be additional transport charges, as changes to environmental, vehicle accreditation and emission zones outside of our control occur are implemented. We will endeavour to notify in advance where and when applicable.
2. Any special delivery requirements (i.e. Tail Lift, vehicle/delivery/weight restrictions, Pallet handling requirements) must be requested at the point of order. These may be subject to additional charges.
3. Full delivery address and contact details must be provided at the point of order.
4. A Moffett offloading chargeable service is available upon request. Please contact our Sales Operations Team to discuss your individual requirements.
5. FREE Economy delivery to UK Mainland, delivery charges will apply to N.Ireland, Ireland, The Highlands, Jersey, Guernsey and the Isle of Man. Quotations are available upon request from our Sales Operations Team.
6. Delivery must be acknowledged and commence within 15 minutes of arrival, any additional costs resulting from non-compliance will be subject to additional charges.
7. Delivery on Full Loads allow for a standard demurrage of 2 hours. Delays above and beyond this will be subject to additional charges.
8. Economy Delivery will be between 08:00 and 18:00.
9. Deliveries are made via the pallet network and third-party couriers and transit times are not guaranteed
10. Some goods from the same order may be delivered by different delivery methods.
11. Failure to take receipt of goods will be subject to additional charges.

### COLLECTIONS

1. The minimum order value for collection is £250.
2. Orders under £250\* will be subject to an administration charge of £25.
3. You can collect from our warehouse in Maidstone, by arrangement, at the time of placing the order.
4. Collections may only be made between the hours of 08:30 – 16:30 Monday to Thursday and 08:30 – 14:00 Friday.
5. Collections can only be made two hours after receipt of order confirmation at the customer collection area.
6. The Sales Order number must be provided to the warehouse team upon collection.

\*Excludes tinted products

## **PRODUCT SERVICES**

### **DELIVERY LEAD TIMES AND STOCK AVAILABILITY**

### **RENDERS, PAINTS, SYSTEMS AND ACCESSORIES**

Please contact our Sales Operations Team for latest delivery lead times.

### **INSULATION**

Minimum production runs of some types and sizes of insulation are required, please contact our Sales Operations Team for further information. The right is reserved for Baumit UK to round up to the nearest m<sup>2</sup> ordered for Insulation packs.

### **STOCK AVAILABILITY**

1. We do hold our core products at our warehouse in Maidstone and this is subject to change without notice.
2. Non-core products may not be available for immediate delivery and our Sales Operations team can advise lead times.
3. No order will be accepted without a written purchase order.

### **SPECIALS**

1. The requirements for special products market 'X' could be subject to minimum order quantities and an extended lead-time.
2. No orders for specials will be accepted without a written purchase order.
3. If the order or part of the order is cancelled, the product will be charged for in full.
4. All special orders must be taken in full within 45days of the first delivery. Any un-ordered volume from the minimum order amount will be invoiced.
5. To discuss special requirements, please contact your local Baumit UK Business Development Manager.