

## 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.
  - a. 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.
  - a. All products sent in error must be returned in a condition suitable for resale. All products will be inspected on return and a credit will only be issued once satisfied.
  - b. If the product is deemed defective and meets the criteria above a credit be raised.
2. Returns are only possible for stocked items and will be subject to a 25% re-stocking charge.
  - a. Baumit UK may arrange collections on your behalf, however all transport charges will be invoiced to the ordering account.
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. 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 palletised orders above £1,250 excl. VAT from our Head Office in Maidstone.
3. Our minimum order value for palletised orders is £1,250, If your order is less than £1,250 excl. VAT, a carriage charge will be applied postcode dependent.
4. Single bucket orders will be dispatched on a Next Day service and will be charged at £15 excl. VAT per bucket.
5. Order deadline of 12pm for same day dispatch. All orders placed after 12pm can not be guaranteed.
6. For delivery lead times, please contact our Sales Office Team.

\* Economy Delivery is based on 2-3 working days between the hours of 08:00 and 17:00.

\*\* 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 that additional transport charges may apply due to changes in environmental requirements, vehicle accreditation, and emission zones outside of our control. Where applicable, we will endeavor to notify you in advance.
2. Any special delivery requirements (i.e. tail lift, small vehicle, restricted access, pallet handling requirements) must be requested at point of order. These may be subject to additional charges.
3. Full delivery address and contact details must be provided at point of order. Please note a mobile number is preferred as this provides live ETA notifications from our haulier.
4. A Moffett offloading chargeable service is available upon request. Please contact the Sales Office team to discuss your individual requirements.
5. Delivery charges stated apply to UK Mainland only. Delivery charges for Northern Ireland, Ireland, the Highlands, Jersey, Guernsey, and the Isle of Man will be advised at the point of enquiry.
6. Delivery must be acknowledged and commence within 15 minutes of arrival. Any additional charges resulting from non-compliance will be invoiced to the ordering account.
7. Delivery of full loads allow for a standard demurrage of 2 hours. Delays above and beyond this will be subject to additional charges.
8. Standard deliveries are made between 08:00-17:00 Monday-Friday.
9. Deliveries are made via a pallet service or third-party courier and transit times are not guaranteed.
10. Palletised material and beads will arrive together.
11. Failure to take receipt of good will be subject to additional charges.
- 12.

### COLLECTIONS

1. The minimum order value for collection is £250.
2. You can collect from our warehouse in Maidstone, by arrangement, at the time of placing the order.
3. Collections can be made between 08:00-16:30 Monday-Friday.
4. Collections can only be made two hours after receipt of order confirmation at the customer collection area.
5. 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 Office 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.

Please be aware all orders under 6 pallets for Mineral Wool (Knauf) will be subject to a £100 per pallet charge. Orders over 6 pallets are FOC.

### **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 Office team can advise lead times.
3. No order will be accepted without a written purchase order.

### **SPECIALS**

1. The requirements for special products could be subject to minimum order quantities and an extended lead-time.
  - a. Please refer to your price list for clarification on core/special order products.
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 Area Sales Manager or the Sales Office Team.