



6.2 More significant changes to the products, services and these terms. In addition, we may make changes to these terms or the product and/or service, but if we do so we will notify you and you may then contact us to end the contract before the changes take effect and receive a refund for any products and/or services paid for but not received (minus costs inc. survey, design, materials)

7. Providing the products

7.1 Delivery costs. The costs of delivery will be as told to you over the telephone, as set out on our website and/or as told to you in the course of email exchanges.

7.2 When we will provide the products and perform the services. During the order process we will let you know the estimated delivery time for the product(s). We will update you to confirm dates on which products will be delivered or supplied once products are manufactured. We will also agree with you when we will provide the services and we will confirm our agreement via email. We will contact you prior to delivery to agree the date of installation.

7.3 We are not responsible for delays: Outside our control (Force Majeure) If our supply of a product or a service is delayed by an event outside our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we do not accept liability for delays caused by the event or consequential costs, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund (minus costs inc. survey, design, material costs if appropriate) for any product you have paid for but not received. **Within our control:** If our supply of a product or service is delayed by an unforeseeable event in-house or within our supply chain, we will contact you as soon as possible, and will take steps to minimise the effect of the delay. Once notified you can choose to end the contract and receive a refund (minus costs) for any product or service you have paid for but not received.

7.4 Collection by you. If you have asked to collect a product from our premises, you can collect it from us at any time between 8:30am and 3.30pm on weekdays (excluding public holidays).

7.5 You must carefully check products when they are delivered. If your order should include glass, we ask that this is checked for defects or scratches on the day of delivery as we are unable to take responsibility if we have not been notified in writing or email on the day of delivery.



9.3 When we will pay the costs of return. We will pay the costs of return:

- (a) if a product is faulty or misdescribed;
- (b) if you are ending the contract because we have told you of an upcoming change to the product or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong; or

In all other circumstances you must pay the costs of return.

9.4 What we charge for collection. If you are responsible for the costs of return and we are collecting the product from you, we will charge you the direct cost to us of collection. The costs of collection will be as told to you over the telephone, on our website or told to you in the course of email exchanges.

9.5 How we will refund you. We will refund you the price you paid for the product including delivery costs, by the method you used for payment. However, we may make deductions from the price, as described below. When your refund will be made.

9.6 We will make any refunds due to you as soon as possible.

10. Our rights to end the contract

10.1 We may end the contract if you break it. We may end the contract for a product at any time by writing to you if:

- (a) you do not make any payment to us when it is due and you still do not make payment within 21 days of us reminding you that payment is due;
- (b) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the products or the services;
- (c) you do not, within a reasonable time, allow us to deliver the products to you or collect them from us; or
- (d) you do not, within a reasonable time, allow us access to your premises to supply the services.

10.2 You must compensate us if you break the contract. If we end the contract in the situations set out in clause 10.1 we will refund any money you have paid in advance for a product that we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.



SCHEDULE 1

Model Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To: Customer Service, Stainless Handrail Systems Limited, Unit E6/E7 West Point, Middlemore Lane West, Aldridge, Walsall WS9 8BG [or by email to: customerservice@shs-products.co.uk].]

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*]/for the supply of the following service [*],

Ordered on [*/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate