



Terms and Conditions

Your purchase or goods on and via the North East Sheets and Panels Limited (NESP) web site is subject to the following terms and conditions:

Products sold on the site

We aim to supply quality products with correct information so that you can ensure they are suitable for your needs. If you need further advice **Please Contact Us**. We are keen to ensure that we provide a quality service and welcome your comments.

Delivery

For products held in stock, we aim to despatch all orders within two working days, using our own carriers. Goods not currently in stock, or doors and drawer fronts (which are made to order) will be despatched as soon as possible. You will be kept informed of any delay in your order. If your order is urgent, then please contact us for advice. **Product prices in the NESP online shop do not include carriage charges**. Carriage charges will be added during the Checkout process. Every delivery shall be subject to a carriage charge per order in the UK (including Northern Ireland). Customers outside the U.K. wishing to make an order should contact us directly, so that we may give an exact carriage charge for the order.

Refunds

A full refund will be offered by NESP on receipt of any stock item (not doors and drawer fronts, which are made to order – see below), returned in its original condition and packaging, and in a saleable condition within 28 days of despatch. **You must contact Customer Services within 24 hours of receipt to obtain a reference number for your returned item, and to ensure that the return will be accepted. Refunds will not be given unless you have been issued with a reference number.** You are also responsible for the cost of the carriage on any returned item. NESP reserves the right to refuse to make a refund at its discretion. This does not affect your statutory rights.

Damaged Items

Please contact **Customer Services** at NESP with details of any items received damaged. You will be given instructions on how to deal with the item and when to expect a replacement or obtain a refund. You will also be given a reference number, which must be quoted in all correspondence. **Damaged items will not be replaced unless you have been issued with a reference number.** Please keep all packaging until you have contacted NESP and been advised how to proceed.

Returns for doors

The Pinnacle Door Collection goods are highly personalised and made to the consumers' specification. **Doors cannot be cancelled or returned under any circumstance if the 'cooling off' period of 7 working days from date of order has been exceeded** and we cannot offer any refund. Any cancellations must be made in writing, including fax and email.

Your money will be refunded within 30 days but delivery charges are non-refundable. Please note that refunds only apply to goods that aren't custom made.